Specialized

Services

Iransit

1992 FACT BOOK



Ministry





FOREWORD

The Fact Book provides a summary of operating characteristics and results for those Ontario municipalities providing transit services for physically disabled persons during the 1992 calendar year.

The data in the Fact Book has been derived from information supplied by the individual systems. An attempt has been made to reflect comparable and consistent data for all systems by using common definitions for each data element.

The Fact Book is currently produced annually by the Ministry of Transportation. In this respect, the document should prove to be a useful resource for municipal officials and transit administrators in continuing to review and develop their respective systems.

Any inquiries concerning individual system data should be directed to the system's listed contacts. However, requests for additional copies or information of a general nature may be directed to:

Public Transportation Office Ministry of Transportation of Ontario 3rd Floor, West Tower 1201 Wilson Avenue Downsview, Ontario M3M 118

Telephone: (416) 235-4010 Fax: (416) 235-5224 This publication is only available in English. Cette publication n'est disponsable qu'en anglais. Digitized by the Internet Archive in 2023 with funding from University of Toronto

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INTRODUCTION

Transit services for physically disabled persons in Ontario have experienced significant change and growth during the past decade. Prior to 1979, there were only 5 transit systems for physically disabled persons operating in the Province. This has grown to 89 systems or 172 municipalities currently being subsidized through the Ministry of Transportation.

The services are becoming more visible in the community and are subject to increased scrutiny by passengers, other citizens, elected officials and interested groups, whose objectives, expectations and perspectives towards the services vary widely. The availability of uniform information sources should contribute to a greater understanding about the services, and lead to effective and constructive communications among the respective parties.

In addition, a comprehensive and consistent database will assist those providing services to share experiences and identify improvements towards more efficient and effective transit services for physically disabled persons.

Consequently, the Ministry of Transportation has introduced this Fact Book of transit statistics to meet the following objectives:

- Promote a consistent and uniform database to facilitate comparisons among transit systems for physically disabled persons.
- Increase the general level of understanding about transit services for physically disabled persons.
- Provide a formal forum for information exchange with other provincial ministries, external agencies, service operators and interest groups.
- 4. Provide an opportunity for municipalities/operators to share experiences in order to assist them in maximizing service productivity and optimizing cost efficiency.
- 5. Assist local officials in relating their policies (fare level, eligibility requirements, etc.) and results

(number of passengers, etc.) to other similar systems on a general level.

Assist communication between local elected officials and the management of transit systems for physically disabled persons, and further enhance managements' accountability to public agencies and the public at large.

9

Data is presented in six categories. The first five categories (Registrants, Financial, Service, Vehicles, and Employees) contain information describing the type of service and scale of operation, and results documenting the amount of service provided, annual passengers, costs and revenues, etc. In the last category, Performance Indicators, data from the other five categories has been used to generate statistics on financial performance, cost effectiveness and efficiency, utilization, and productivity.

In order to achieve consistent and comparable data between systems, standard definitions are included in this report and should be read in conjunction with the applicable data.

Since the data for each system is affected by many factors, similarities and differences between various communities and transit operations should be carefully considered when making comparisons. The effectiveness of this report for the sharing of information and experiences depends on the cooperation and contributions of the municipalities in providing a complete set of data, and on the users of the Fact Book to interpret it in its proper context.

PROVINCIAL FUNDING POLICIES

In 1992, the financial support provided by the Ministry of Transportation for the provision of transit for physically disabled persons was intended "to assist municipalities to provide service to those individuals who are unable to climb or descend stairs, or walk 175 metres".

The eligibility of individual passengers is determined and enforced by each municipality. This generally requires a declaration of the person's inability to board regular transit facilities and may be ruled on by an eligibility committee or municipal official.

Funding for transportation for physically disabled persons is available to any municipality wishing to provide this type of service. Funding must be requested directly by a municipality for services operated. In 1992, the eligible capital costs incurred by municipalities were subsidized at the rate of 50 percent.

The operating subsidy was comprised of two components:

- Basic; and
- Passenger Based.

The Basic Operating Subsidy amounts to 25 percent of the eligible costs, where service is provided using vehicles purchased with provincial funding assistance, or 30 percent of the eligible costs in cases where the service is provided using vehicles which were purchased without provincial funding assistance.

For 1992, the Passenger Based subsidy rate was \$3.50 per eligible passenger trip (i.e. excluding those trips made by attendants and companions). The minimum operating subsidy paid to any municipality was 50% of net cost. The

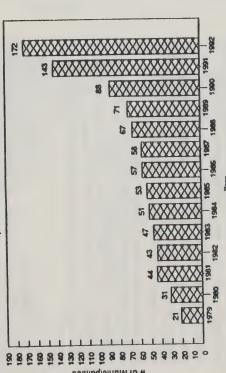
maximum operating subsidy payable to any municipality was 75% of net cost.

Municipalities participating in the Provincial funding program agree to recognize the eligible status of non-residents registered in other participating municipalities in Ontario. Therefore, service may be requested in all other participating municipalities by an individual registered in a municipality receiving Provincial funding under this program.

SERVICE OPERATION SUMMARY

The following graph indicates the growth in the number of municipalities providing services from 1979 to 1992.

Municipalities Served By Year



Although funding must be requested directly by a municipality, the service may be operated by the

municipality, or by others on its behalf. The operational alternatives for providing specialized transportation services include concerned citizens, non-profit incorporated groups, service clubs, private contractors, taxi companies, municipal departments, and transit departments or commissions. A system may be comprised of one, or more than one, of these groups.

Advisory Committee

A municipality may find it useful to establish an advisory committee to aid in setting policy for the operator. This committee may be comprised of interested citizens, users, municipal officials or staff members from various municipal departments. As well, a separate eligibility committee could be established to determine the eligibility of the applicants for service. In 1992, 9 municipalities indicated that they had not yet established an advisory committee.

Registrants

At the end of 1992, approximately 129,200 persons were registered as eligible for transit services for physically disabled persons, of which approximately 48% were

wheelchair registrants, 45% were ambulatory registrants, and 2% were temporary registrants.

Passengers

The total number of eligible passengers in 1992, per the provincial guideline, was approximately 3,718,000, of whom approximately 37% were wheelchair users and 50% were ambulatory passengers. This compares with 257,000 passengers carried in the latter six months of 1979. The following graph illustrates the growth in the total number of passengers carried since 1979.

Possengers Per Year

25

1.5

2

3

Four percent of all trips (approximately 153,700 trips) carried in 1992 were attendants and companions.

Level of Service

A municipality may provide the level of service it deems appropriate. Municipalities with conventional transit services could use conventional transit hours and days of service as a guide. Municipalities without regular transit would determine the needs of disabled persons with the community and attempt to offer at least regular weekday services to match these needs.

Annual Increase in Passengers:

6 % % 6 % 6 % 6 % 6 % 9 % 9 % 9 % 9 % 9	
87/88 88/89 89/90 90/91 91/92	
22 88 11 88 84 86 86 86 86 86 86 86 86 86 86 86 86 86	200
81/82 82/83 83/84 84/85 85/86	10/00

1989

la 1992, operating costs for transit services for physically disabled persons totalled approximately \$81,610,700. Due to the nature of the services, the cost per passenger, which averaged \$21.95 in 1992, is significantly higher than the figure for conventional transit services. The average 1992 cost for conventional transit services was approximately \$1.60 per passenger.

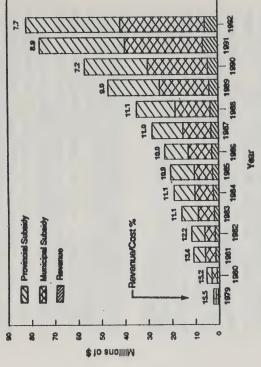
Revenue.

The total revenues in 1992 were approximately \$6,272,800. In addition to revenue from regular service fares, which amounted to \$5,617,900, a total of \$654,900 was received from other sources including contracts and charters, advertising and charitable cash donations.

The following graph indicates the growth in the total operating costs and total revenues since 1979. The overall revenue to cost ratio for each year is also indicated.

Financial donations received by a municipality from corporations, service clubs and private citizens may be used by the municipality to offset or augment its share of the cost

Costs By Year



of the services without affecting the level of subsidy, and in turn providing a potentially greater level of service than otherwise possible.

Service Type

Trip origins and destinations of physically disabled passengers using this type of service are widely dispersed and the specific pick-up and drop-off points for passengers is at the discretion of each municipality. According to the municipal policies, 14 systems operate from curb to curb, 33 systems operate from accessible door to accessible door and 40 systems operate from door to door. The selected policy can influence the productivity level of the system.

Fare

The municipality sets the passenger fares for transit services for physically disabled persons. These fares should be no more than the published fare rates of the conventional municipal transit system, or a minimum of fifty cents (\$0.50) per one way trip in municipalities without a conventional transit system.

In 1992, the adult fares ranged from \$.90 to \$5.00. 23 (26%) of the systems levied adult fares that were different than adult fares of the conventional transit system. 14 (16%) of the systems charged different fares for different passenger categories (i.e. student, children and senior

citizens), and 46 (52%) systems sold tickets, tokens, punchcards or monthly passes.

Vehicles

A variety of vehicles were used in providing transit service for physically disabled persons in 1992. In some municipalities, more than one type of vehicle was operated with or without the flexibility to transport both wheelchair and ambulatory passengers. The total vehicle fleet breakdown was: 27 sedans/station wagons, 125 modified vans, 220 small buses, 197 purpose-built buses, and 108 "other" vehicles.

As with conventional transit, the demand for service for physically disabled persons differs for various time periods. Typically, there will be a morning rush period corresponding with work start times and rehabilitation centre openings as well as afternoon return trips for work related trips and medical appointments. Evening and weekend service demands are low in comparison to the two daytime peak periods. The total number of vehicles operated in peak service in Ontario in 1992 was 530, with 573 vehicles in

midday service, 211 vehicles on Saturday and 164 on Sunday.

Non-dedicated vehicles (e.g. taxis, sedans, livery) were used by 37 systems in providing transit services for eligible registrants. In 1992, approximately 974,000 passenger trips were made by non-dedicated vehicles, which accounted for 26% of total passenger trips. These trips were provided at an average cost of \$10.68 per trip.

Employment

1,582 people in Ontario for 1992. There were 760 full-time, 237 part-time and 2 shared operators plus 388 full-time, 165 part-time, and 3 shared other employees (reservationists, schedulers, dispatchers, vehicle maintenance employees, supervisors and administrators).

Volunteer involvement can be very beneficial to a community, and in 1992 31 volunteers performed such duties as reservationists, dispatchers or schedulers, an increase of 24% from 25 in 1991.

Note: It should be noted that the summaries presented in this section reflect the data as it is presented in the Fact Book. Corrections were not made for missing data.

DEFINITIONS/EXPLANATIONS

Service Start

The year in which transportation services for physically disabled persons commenced operations in the municipality.

Service Area

The geographic area (in hectares) served by the transit service.

Population Served

The total population within the service area.

Advisory Committee/Board of Directors

This is a group of concerned and knowledgeable citizens including members from various municipal departments, whose main function is to develop policy. The committee determines the best operator, the potential for coordination

of services, reviews applications for the disabled, sets service standards and operating policies, etc.

Registrants

Eligibility Guideline

The Provincial eligibility guideline for 1992 states that services are for "persons who are unable to climb or descend stairs, or walk 175 metres.". However, interpretation does vary between municipalities. Typical eligibility definitions include:

Unable to board: Includes persons physically unable to climb three steps to board a regular transit vehicle.

Unable to use: Refer to Ministry directive B-15, "Eligibility Guideline for Specialized Transit Services": it is the responsibility of the local eligibility committee or individual to make this assessment on an individual basis.

Eligibility Committee

A group separate from the Advisory Committee, made up of municipal officials or staff, representatives from medical

agencies, or users of the system, who are responsible for reviewing applications and determining the eligibility of the applicants for the service. This group would be chaired by a member of the Advisory Committee.

User Registration

Users of the transit service should be registered with the system. However, registration procedures vary between municipalities. Passengers should carry registration cards to ensure that services are provided to eligible users and also to permit registrants access to services in other municipalities.

Waiting List

The number of persons on a list as of December 31, 1992 waiting to be registered. Service providers should be encouraged to register those persons eligible for service, regardless of whether there is sufficient availability of service. The registrants should be serviced on a "first come first served" basis. The unaccommodated demand would then be measured by the number of unaccommodated trips.

Eligible Registrants

The total number of people registered with the system as of December 31, 1992, including temporary registrants, who are deemed eligible as per the provincial eligibility criteria. The proportion of wheelchair users and ambulatory users is also indicated.

Other Registrants

The total number of registrants that are not deemed eligible as per the provincial guidelines.

Registration List Screening

An indication of how often the list of registrants is completely screened or updated to verify eligibility.

Attendants and Companions

An attendant is someone who must accompany the passenger to provide assistance. A companion is someone who is not physically disabled and is not accompanying the passenger to provide assistance. Some systems permit companions where space is available.

Visitor Eligibility

An indication of whether a physically disabled person visiting from an outside municipality is eligible to use the service provided by the municipality.

Eligible Passenger Trips

The number of one-way trips made in 1992 on regular service by eligible passengers per the provincial guideline, including trips on non-dedicated services (taxis), contract and local charter service, and excluding all trips made by attendants.

This category also includes the number of one-way trips made by passengers who are not deemed eligible as per the provincial guideline, excluding all one way trips made by attendants and companions. The proportion of wheelchair passengers and ambulatory passengers is also indicated. The number of trips on both dedicated and non-dedicated services is provided.

Attendant and Companion Trips

The number of one-way trips made by attendants and companions.

Trips by Trip Type

Municipalities may normally classify trips for scheduling purposes using one or more of the following trip types:

Subscription: Regular daily trips (4 to 5 days a week) scheduled with no call-in requirements.

<u>Prebooked</u>: Trips made regularly but not every day (1 to 3 days a week), with no call-in required.

Reservations: Trips not taken regularly and requiring an advance call-in. Minimum and maximum advance call-in times vary between municipalities, but by definition reserved trips must be booked at least 24 hours in advance.

<u>Demand Response</u>: Trips requested the same day as the trip is made.

Unaccommodated Trip Requests

The annual number of trip requests that cannot be accommodated at the time requested or at a reasonable alternative time on the same day due to insufficient service.

Cancelled Trips

The annual number of scheduled passenger trips which were later cancelled by passengers.

No-Show Trips

The annual number of scheduled passenger trips for which passengers did not show when the vehicle arrived at the scheduled pick-up time.

Service

Service Type

The stated policy for type of service being operated within the municipality: either door-to-door, curb-to-curb, or accessible door to accessible door. If the type of service is to/from an accessible door, the definition of an accessible door is provided.

Daily Hours of Service

The beginning and ending times between which regular service is provided on weekdays, Saturdays, Sundays, and Holidays. Hours of service may vary from one weekday to another; in these cases the beginning and ending times

shown in the Fact Book are for the weekday with the longest hours of service.

Call-In

The minimum and maximum advance call-in times to book a trip provide an indication of the flexibility of system scheduling.

Scheduling and Dispatching Methods

The methods of making reservations, scheduling trips, and dispatching vehicles vary between municipalities and depend on whether they are done manually or are computer assisted.

Fare Structure

The fare structure that was in effect on December 31, 1992. Fare payment methods include cash, tickets, tokens, punchcards, monthly passes, and other media (such as annual passes, zone premiums, transfer charges, etc.). Fare categories include adults, children, students, senior citizens, attendants, companions, and others (such as unemployed, university/college students, etc.).

Comparison to Conventional Transit

For comparison, the fare structure and hours of service for the conventional transit service are provided. The hours of service for the conventional service are indicated as "Longer", "Shorter", or "Same". If the adult fare for conventional transit is the same as for the transit for the physically disabled service, then this is indicated as "Same". If the conventional transit fare structure is different, including the concessionary fares for seniors, students, etc., then both are indicated. If the cash fare on the conventional service is the same, but the rest of the fare structure is different, then "Different" is indicated. In municipalities where no conventional service is provided, "No Conventional Service" is indicated.

Vehicles

Vehicle Types

A variety of vehicles are used in transit for physically disabled persons. In some municipalities there is more than one type of vehicle which may or may not have the flexibility to transport both wheelchair and ambulatory disabled persons. The types of vehicles include sedans and station wagons, modified vans, small buses, purpose-built buses, and others.

Station Wagons also include unmodified mini-vans, and describes vehicles which are used for carrying ambulatory passengers.

Modified Vans are regular production vans or mini-vans with a raised roof or a lowered floor, and a lift or ramp mechanism for wheelchair access.

Small Buses are vehicles built on a standard production cab and chassis, and include school buses.

Purpose-Built Buses are vehicles which are designed specifically for transporting physically disabled persons, such as the Orion II or the ELF.

The number of vehicles, the typical wheelchair and ambulatory capacity for each type of vehicle, and the average age in years for each vehicle type is provided. Within one system's fleet, the capacities of different vehicles of the same type may vary.

Vehicle Ownership

The vehicles used in the operation of the service for physically disabled persons may be owned and/or leased by the municipality, the transit commission, the contracted operator, or other organizations including hospitals, service clubs/ community groups, non-profit organizations.

Vehicle Maintenance

The maintenance of vehicles may be undertaken by the municipality, the transit authority, or the contracted operator, and may be contracted out or undertaken by others or other means (free service).

Fleet Distribution by Time of Day

The demand for service differs for various time periods and for various municipalities. The maximum number of revenue vehicles used during the time periods shown for the peak weekday and for Sahurdays, Sundays, and Holidays illustrates the variation in demand.

Revenue Vehicle Kilometres

The total distance travelled during 1992 by vehicles while in revenue service, excluding deadhead to and from the garage, maintenance, training, inter-municipal charter travel and non-dedicated service.

Total Vehicle Kilometres

The sum of revenue vehicle kilometres plus the deadhead kilometres to and from the garage, maintenance and training, excluding non-dedicated service.

Revenue Vehicle Hours

The sum of all vehicle hours scheduled to be in service, excluding non-dedicated services, deadhead to and from the garage, maintenance, and training.

Total Vehicle Hours

The sum of the revenue vehicle hours plus the deadhead to and from the garage, maintenance, and training, but excluding non-dedicated services.

Non-Dedicated Service (Taxis, Sedans)

Some municipalities make use of non-dedicated vehicles, such as taxis, sedans, or livery vehicles for the transportation of physically disabled persons. Usage is indicated by the total number of passenger trips by non-dedicated services and the number of operators under contract. The cost per trip of non-dedicated services may be determined by a flat rate, per hour, per kilometre, or by meter rate. In the case where the cost is determined by meter rate, the mechanism for verifying charges is described.

Employees

Full-time Employee

A person filling a full-time authorized post of the establishment with a minimum of 1,820 working hours annually.

Part-time Employee

An employee with a work assignment requiring less than 1,820 working hours annually.

Shared Employee

An employee whose duties are shared with other departments or services.

Volunteers

Persons donating their time for various responsibilities and positions without remuneration on a volunteer basis.

Operators

Includes all active and paid operators (drivers) excluding inactive revenue vehicle operators, those on extended sick leave, and student operators.

Office Staff

The number of paid employees involved in office operations including reservationists, schedulers, dispatchers, inspectors, and those involved in the processing of registration applications.

Maintenance Staff

The number of paid maintenance employees including vehicle maintenance employees.

General Administration Staff

The number of paid employees in general administration including supervisory personnel, administrators, management and secretarial staff.

Operators' Union

The name of the union and the local representing the operators of services for physically disabled. For comparison, the union and local representing operators of the conventional transit service is provided.

Wage Rates

The top hourly wage rates paid to operators and to maintenance employees, if applicable, as of December 31, 1992 excluding fringe benefits, premiums, and cost of living allowances. For comparison, top wage rates for the conventional transit service are provided.

Financial

Total Operating Cost

Total expenses incurred in the system operation, including:

- costs incurred for non-dedicated (taxi) services;
- contractual costs for dedicated services (regardless of whether vehicles were purchased with or without provincial funding assistance);
- operating expenses incurred by municipal employees, including transportation scheduling and dispatching (including computer-assisted), fuel, premises and plant, depreciation and debenture charges on non-subsidized capital purchases, and other miscellaneous costs:
- equipment and vehicle maintenance costs, and;
- general and administrative expenses.

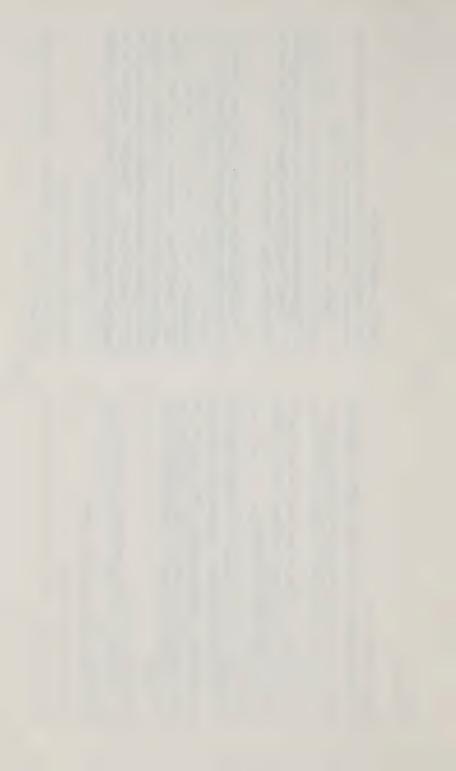
Total Operating Revenue

Total revenue derived from the system operation, including:

- farebox revenue;
- fares collected from school charters or other local service within the municipality such as service contracts with institutions, and;
- other operating revenues from such sources as advertising and promotional considerations.

Donations

Cash donations from corporations, service clubs, private individuals, and others to defray operating costs. Donations are not included in the revenue figure used in calculating the Net Operating Costs. Donations form part of a municipality's share of the Net Operating Cost or subsidy.



INDIVIDUAL SYSTEM STATISTICS

			1					
		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	IN: January	1981	
Ajax		MUNICIPAL CONTACT:	Terry Barnett		POPULATION SERVED:	Ä	55,000	8
Handi-Transit			(416) 427-5710		SERVICE AREA (ha):		6,531	75
		OPERATIONS CONTACT:	V. Platt		ADVISORY COMMITTEE?	TEE?	38	
			(416) 427-1313		NUMBER OF MEMBERS:	PS:		00
REGISTRANTS		FINANCIAL			SERVICE			T
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	VENUES:		TYPE	accessible door		
Unable to Board	×		Oper. Cost	Revenue				
Unable to Use	×	Dedicated	\$265,100		Weekdays	0700 to 1830		
Other		Non-Dedicated	\$2,900		Saturday	0800 to 1730		
		TOTAL	\$268,000	\$22,000	Sunday			
ELIGIBILITY COMMITTEE?	2				Holidays			
MEMBERS?		NET OPERATING COST:		\$246,000	ర	min 24 hours, max 14 days	ax 14 days	
eligibility determined by medical/health professional	sional	Provincial Share		\$184,500	METHODS:			
		Municipal Share		\$123,000	Registration	Manually		
REGISTRATION REQUIRED?	yes	Donations	n/a		Reservations	Manially		
REGISTRATION CARDS?	2				Schedulin	Alexanem		
WAITING LIST?	8	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatchino	Aleman		
WAITING ON LIST?		Eligible - Wheelchair			FARE STRUCTURE:			
		- Ambulatory				Cash Tickets/Cards	s Monthly Pass	- 42
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult	8		1
Eligible - Wheelchair 47	19%	Other (not eligible)			Child	\$1.15 10/\$11.00		
_		TOTAL:	16,986	553	Student	\$1.15 10/\$11.00		
- Temporary 30	12%				Senior	\$1.15 10/\$11.00		_
Attendants/Companions		TRIP TYPES:			Attendant	\$1.15 10/\$11.00		
Other (not eligible)		Subscription			Companion	\$1.15 10/\$11.00		
TOTAL: 243		Prebooked			Other	\$1.15 10/\$11.00		
		Reservation			OTHER METHODS OF PAYMENT:	AYMENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response						
annually		UNACCOMMODATED TRIP REQUESTS:	OUESTS:	115	115 COMPARISON WITH CONVENTIONAL TRANSIT:	NVENTIONAL TRANSIT		
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		430	Conventional Hours	lancer		-
VISITORS ELIGIBLE?	VDC	NO CHOME.		8				

same

Fare Structure

88

NO-SHOWS:

Xes Ses

VISITORS ELIGIBLE?

Name	0 10 10 10 10 10 10 10 10 10 10 10 10 10								EMPLOYEES	ES		
Number Capacity	4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Wheelchair	Ambulat	A)C	Average						
4 3 5 4 Revenue 180,640 Office 1 1 1 1 1 1 1 1 1	VEHICLE TYPES:	Number	Capacity	Capa		ğ	Revenue	80,540	NUMBER OF EI		1	
1	S-Wagon/Sedan							80,640			ran ime	
1 3 15 4 Ferentue 6,700 Mainen 15	Modified Vans					·	-	J. J.		ŋ +	ŧ	
1 3 19 1 10eal 20,000 20 20 20 20 20 20	Small Buses	4	က		ın i	4 ,		9,7		- u		
S NON-DEDICATED SERVICE Year	Purpose-Built	**	m		9	-	izio i	9,0		<u>.</u>		
No. OF OPERATORS: 1 OF OPERATORS: 1 OF OPERATORS: 24 46 69 9-12 12+ (e. flat rate: hourly, per km efc.) No. OF OPERATORS: 3 4 1 1 11-2 2-4 4.6 (e. flat rate: hourly, per km efc.) No. OF OPERATORS: 3 4 1 1 11-2 2-4 4.6 (e. flat rate: hourly, per km efc.) No. OF OPERATORS: 3 4 1 1 11-2 2-4 4.6 (e. flat rate: hourly, per km efc.) No. OF OPERATORS: 3 4 1 1 11-2 2-4 4.6 (e. flat rate: hourly, per km efc.) No. OF OPERATORS: 3 4 1 11-2 2-4 4.6 (e. flat rate: hourly, per km efc.) No. OF OPERATORS: 3 4 1 11-2 2-4 4.6 (e. flat rate: hourly, per km efc.) No. OF OPERATORS: 3 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Other						S NON DEDICATED SEBVICE	и	Xohin V	-		
UNIONS: Specialized CAW Local 222 PAYMENT METHOD: Specialized CAW Local 222 Spec	TOTAL VEHICLES	'n					AVAILABLE? ye	υx	TOTAL	6.5	4	
Operation Oper	Ownership:	municipality										
3 11-2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Conventional CaW Local 222 3 4 3 4 1 11-2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Conventional	Maintenance:	contracted our					NO. OF OPERATORS:	•	_			
11-2 12-4 4-6 6-9 9-12 12+ (ie. flat rate, hourly, per km etc.) PAYMENT METHOD: Conventional CAW Local 222 Specialized Convertional CAM Local 222 Specialized Camera									Specialized	CAW Local	222	
9-11 11-2 2-4 4-6 6-9 9-12 12-4 (ie. flat rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Convent Convent Specialized Convent Specialized Convent Convent Convent Specialized Convent	FI FET DISTRIBUTION:						PAYMENT METHOD:		Conventional	CAW Local	222	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Operator Trips by Non-Dedicated Cost/Trip - Dedicated Hours/Operator LABOUR PRODUCTIVITY: 1,340 Kilometres/Nethicle Maintentance \$13.26 \$13.65 \$13.65 \$13.85 \$1	4	611						7				
SERVICE: Registrants.Capita Revenue Vehicle Hours.Capita Trips by Non-Dedicated Cost/Trip - Dedicated - Non-Dedicated Hours.Operator PAYMENT VEHIFICATION: Rainterrance \$13.8.5 SERVICE UTILIZATION: Rainterrance \$18.20 \$10.20		4							MAXIMUM WAC	SE RATES:		
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips by Non-Dedicated Service Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator LABOUR PRODUCTIVITY: SERVICE UTILIZATION: \$13.65 Maintenance \$13.65 SERVICE UTILIZATION: \$13.66 Maintenance \$118.20 \$118.67 SERVICE UTILIZATION: 0.0044 Trips/Hours 0.1218 Milometres/Hour 0.1218 Average Kilometres/Frip Unaccommodated Trip Requests 0.13189 Average Kilometres/Frip 0.1218 Average Kilometres/Frip 0.1326 Average Kilometres/Frip 0		•								Specialized	Convention	oual
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator LABOUR PRODUCTIVITY: LABOUR PRODUCTI	Salurday						PAYMENT VERIFICATION:		Operators	\$13.65	\$14	4.68
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service Only): LABOUR PRODUCTIVITY: Trips by Non-Dedicated Service Only): Revenue Hours/Vehicle Hours/Operator Trips/Hours/Operator	Holidays								Maintenance	\$18.20	\$15	8.20
8.2% Registrants/Capita 0.0044 Trips/Hour \$4.47 Revenue Vehicle Hours/Capita 0.1218 Kitometres/Hour \$2.24 Trips by Non-Dedicated Service 3.3 Trips/Registrant 60% EFFECTIVENESS: Carcellations 2 40% EFFECTIVENESS: Cancellations 2 Cost/Trip - Dedicated \$15.61 No-Shows 1 - Non-Dedicated \$5.24 VEHICLE UTILIZATION (Dedicated Service Only): Revenue Hours/Vehicle 1,340 Kilometres/Vehicle Hours/Operator 1,340 Kilometres/Vehicle	PERFORMANC	E INDIC	ATORS									
8.2% Registrants/Capita 0.0044 Trips/Hour \$4.47 Revenue Vehicle Hours/Capita 0.1218 Kilometres/Hour \$2.24 Trips/Capita 3% Trips/Registrant \$0.31 kg Average Kilometres/Hour \$0.31 kg Average Kilometres/Hip \$1.5.61 kg No-Shows \$2.24 venue Hours/Pehicle *S39.57 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle Hours/Operator 1,340 kilometres/Vehicle	FINANCIAL			SER	VICE:				SERVICE UTI	LIZATION:		
\$4.47 Revenue Vehicle Hours/Capita 0.1218 Kilometres/Hour 0.31 83 Average Kilometres/Trip 0.31 83 Average Kilometres/Trip 0.31 83 Trips/Registrant 0.31 83 Trips/Registrant 0.31 83 Average Kilometres/Trip 0.31 83 Trips/Registrant 0.31 83 Average Kilometres/Trip 0.31 83 Trips/Registrant 0.31 83 Average Kilometres/Trip	B.C On Revenue/On.C.	Joset .	82%	Reg	strants/C	apita		0.004			••	254
\$224 Trips.Capita	Net Onerating Cost/Capi	22	\$4.47	Rew	shue Veh.	icle Hour	s/Capita	0.121	-	5		
Trips by Non-Dedicated Service 3% Trips/Registrant 60% EFFECTIVENESS: 40% EFFECTIVENESS: Cost/Trip - Dedicated \$5.24 - Non-Dedicated \$5.24 - Non-Dedicated Service Only): \$39.57 LABOUR PRODUCTIVITY: Hours/Operator 1,340 Kilometres/Vehicle	Mimicipal Net Cost/Capit	1 00	\$2.24	Tripe	Capita			0.318		etres/Trip		
60% 40% EFFECTIVENESS: Cost/Trip - Dedicated \$5.24 - Non-Dedicated \$5.24 VEHICLE UTILIZATION (Dedicated Service Only): \$39.57 LABOUR PRODUCTIVITY: Hours/Operator 1,340 Kilometres/Vehicle	Share of Net Cost			Trip	by Non-	Dedicate	d Service	ર્જ	-	E	7.	72.18
40% EFFECTIVENESS: Carcellations 2 Cost/Trip - Dedicated \$15.61 No-Shows 1 - Non-Dedicated \$5.24 VEHICLE UTILIZATION (Dedicated Service Only): Revenue Hours/Vehicle Hours/Operator 1,340 Kilometres/Vehicle	- Provincial		%09						Unaccommod	ated Trip Requests	6	%98
Cost/Trip - Dedicated \$15.61 No-Shows 1 - Non-Dedicated \$5.24 VEHICLE UTILIZATION (Dedicated Service Only): \$39.57 LABOUR PRODUCTIVITY: 1,340 Kilometres/Vehicle	Minicipal		40%	15	ECTIVEN	ESS:			Cancellations		2	45%
*5.24 VEHICLE UTILIZATION (Dedicated Service Only): \$39.57 LABOUR PRODUCTIVITY: Hours/Operator 1,340 Kilometres/Vehicle	(incl donations)			SS	VIrip	- Dedix	cated	\$15.6			7	%90
vice Only): \$39.57 LABOUR PRODUCTIVITY: Revenue Hours/Operator 1,340 Kilometres/Vehicle						-Non-	Dedicated	\$5.2				
\$39.57 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle 1,340 Kilometres/Vehicle	FFFICIFICATION (Dedicated	1 Service Only):							VEHICLE UTI	LIZATION (Dedicated	Service Only):	
Hours/Operator 1,340	Cost/Hour			188	OUR PR	DDUCTN	ATY:		Revenue Hour	rs/Vehicle	**	340
Maintenance Cost/Kilometre	Cost/Kilometre			Hou	rs/Operal	ŏ		¥.		hicle		
	Maintenance Cost/Kilom	etre										

			,					
		SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	September	1988	9
Amherstburg		MUNICIPAL CONTACT:			POPULATION SERVED:			24,070
AAM Care-A-Van					SERVICE AREA (ha):			19,193
		OPERATIONS CONTACT:	Donna Cauchi		ADVISORY COMMITTEE?	E3	yes	
			(519) 736-2520		NUMBER OF MEMBERS:	ió		S
REGISTRAMTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door		
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use		Dedicated	\$59,316		Weekdays			
Otther		Non-Dedicated			Saturday	0900 to 1800		
		TOTAL:	\$59,316	\$3,463	Sunday			
ELIGIBILITY COMMITTEE?	8				Holidays			
MEMBERS?		NET OPERATING COST:		\$55,853	\$55,853 CALL-INS:	по тіп, по тах	×	
eligibility determined by staff		Provincial Share		\$37,903	\$37,903 METHODS:			
		Municipal Share			Registration	manually		
REGISTRATION REQUIRED?	yes	Donations		\$4,540	Reservations	manually		
REGISTRATION CARDS?	9				Scheduling	manually		
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair			FARE STRUCTURE:			
		- Ambulatory			0	Cash Tickets/Cards	Sarrds	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult	\$2.00		
Eligible - Wheelchair	67 26%	Other (not eligible)			Child	\$2.00		
	191 74%	TOTAL	2,704		Student	\$2.00		
- Temporary					Senior \$	\$2.00		
Attendants/Companions		TRIP TYPES:			Attendant			
Other (not eligible)		Subscription			Companion \$	\$200		
TOTAL	258	Prebooked			Other			
		Reservation			OTHER METHODS OF PAYMENT:	MENT		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response						
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	MENTIONAL TRAN	SIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	No Com. Service	Nice	
VISITORS ELIGIBLE?	y88	NO-SHOWS:			Fare Structure	No Corry. Service	Nice	

VEHICLE TYPES: S-Wagon/Sedan Modified Varis Small Buses 1 Purpose-Built Other TOTAL VEHICLES 1 Waintenance: local bus co	Wheelchair Capacity	Ambulationy	Average	ANNUAL KILOMETRES: Reverue	-		
ug Trees				Revenue			
		Capacity	8			NUMBER OF EMPLOYEES:	
				Total		Full Time	Part Time
				ANNUAL HOURS:		Onerators 1	
	w	ω	3.5	Revenue	2,000	Office	
				Total	2,000	Mainten.	
						Admin.	•
				IS NON-DEDICATED SERVICE		Volun.	
				AVAILABLE? no		TOTAL 1	+-
	pality						
	local bus company			NO. OF OPERATORS:		UNIONS:	
						Specialized	
PLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	
6-9 9-11	11-2	46 69 9-12	2 12+	(ie. flat rate, hourly, per km etc.)			
				flat rate per trip		MAXIMUM WAGE RATES:	
Saturday						Specialized	Conventional
Sunday				PAYMENT VERIFICATION:		Operators	
Holidays						Maintenance	
PERFORMANCE INDI	DICATORS						
FINANCIAL:		SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	5.8%	Registrants/Capita	Dita		0.0107	Trips/Hour	1.35
Net Operating Cost/Capita	8.3	Revenue Vehicle Hours/Capita	tle Hours/Ca	pita	0.0831	Kilometres/Hour	
Municipal Net Cost/Capita		Trips/Capita			0.1123	Average Kilometres/Trip	
Share of Net Cost		Trips by Non-Dedicated Service	edicated Se	rvice		Trips/Registrant	10.48
- Provincial	%89					Unaccommodated Trip Requests	
- Municipal	35%	EFFECTIVENESS:	:SS:			Canosilations	
(incl. donations)		Cost/Trip	- Dedicated	73	\$21.9¢	No-Shows	
			- Non-Dedicated	icated			
EFFICIENCY (Dedicated Service Only):	Only):					VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Cost/Hour	\$29.66	LABOUR PRODUCTIVITY:	DUCTIVITY			Revenue Hours/Vehicle	2,000
Cost/Kilometre		Hours/Operator	_		2,000	Kilometres/Vehicle	
Maintenance Cost/Kilometre							

			,				
		SERVICE OPERATED BY:	other		SERVICE STARTED IN:	January	1991
Atikokan		MUNICIPAL CONTACT:	E.A. Morrisette		POPULATION SERVED:	~	
Handy-Van			(807) 597-6932		SERVICE AREA (ha):	e	n/a
		OPERATIONS CONTACT:			ADVISORY COMMITTEE?		yes
					NUMBER OF MEMBERS:	έζ	7
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	VENUES:		TYPE:	door to door/curb to curb	and
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		had**
Unable to Use	×	Dedicated	\$29,331		Weekdays	0800 to 1600	
Other		Non-Dedicated			Saturday		
		TOTAL:	\$29,331	\$9,851	Sunday		
ELGIBILITY COMMITTEE?	5				Holidays		
MEMBERS?		NET OPERATING COST:		\$19,480	\$19,480 CALL-INS:	no min, no max	
eligibility determined by staff		Provincial Share		\$14,610	\$14,610 METHODS:		
		Municipal Share			Registration	n/a	
REGISTRATION REQUIRED?	2	Donations			Reservations	ה/מ	an de Abel
REGISTRATION CARDS?	2				Scheduling	manually	
WAITING LIST?	8	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	540		FARE STRUCTURE:		
		- Ambulatory	340			Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	8		Adult	\$1.25	
	3 21%	Other (not eligible)			Child	\$1.25	
		TOTAL	880		Student	\$1.25	
	5 36%				Senior	\$1.25	
Attendants/Companions		TRIP TYPES:			Attendant	\$1.25	
Other (not eligible)		Subscription			Companion	\$1.25	
	14	Prebooked		100%	Other	\$1.25	
		Reservation			OTHER METHODS OF PAYMENT:	NYMENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response					
not in last 5 years		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	IVENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	shorter	
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure		

Wheelchair S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other TOTAL VEHICLES TOTAL VEHICLES Numicipality Maintenance: contracted out FLEET DISTRIBUTION: FLEET DISTRIBUTION: FLEET DISTRIBUTION: FREE PER K Day Saturday Sunday Holidays PER F O R M A N C E IN D I C A T O R S FINANCIAL: RC - On Revenue/On Cost	Capacity 6	Average	ANNUAL KILOMETRES: Røvenue			
ATORS 33.8%	Capacity	Age	Revenue			
33 6% a 24	ω			NUMBER OF EMPLOYEES:	LOYEES:	
33.6% ATORS	ω		Total 45	45,836 Ful	Full Time	Part Time
ATORS 33.6%		1.5	ANNUAL HOURS:	Operators	-	***
ATORS 33.6%			Revenue	Office	***	-
ATORS 33.6%			Total	40 Mainten.		
ATORS				Admin.		
ATORS 33.6%			IS NON-DEDICATED SERVICE	Volun.		
ATORS			AVAILABLE? no	TOTAL	2	2
11 2 24 1-2 ATORS						
ATORS			NO. OF OPERATORS:	UNIONS:		
1-2 2-4 1 1				Specialized	9	
ATORS			PAYMENT METHOD:	Conventional		
ATORS 336%	46 6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)			
ATO				MAXIMUM WAGE RATES:	RATES:	
ATO					Specialized	Conventional
ATO			PAYMENT VERIFICATION:	Operators	\$8.92	
ATO				Maintenance		
verille/Op Cost						
	SERVICE:			SERVICE UTILIZATION:	ATION:	
	Registrants/Capita	Sitz		Trips/Hour		
Net Operating Cost/Capita	Revenue Vehicle Hours/Capita	le Hours/Cap	itz	Kilometres/Hour		
Municipal Net Cost/Capita	Trips/Capita			Average Kilometres/Trip	s/Trip	
Share of Net Cost	Trips by Non-Dedicated Service	edicated Sen	vice	Trips/Registrant		62.86
- Provincial				Unaccommodated Trip Requests	Trip Requests	
- Municipal	EFFECTIVENESS:	SS:		Cancellations		
(ind. donations)	Cost/Trip	- Dedicated		\$33.33 No-Shows		
		- Non-Dedicated	pate			
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZA	VEHICLE UTILIZATION (Dedicated Service Only):	ervice Only):
Cost/Hour	LABOUR PRODUCTIVITY:	DUCTIVITY:		Revenue Hours/Vehicle	ehicle	
Cost/Kilometre	Hours/Operator			Kilometres/Vehicle		
Maintenance Cost/Kilometre						

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

REGISTRANTS

Access Bus

Aurora

REGISTRATION REQUIRED?

advisory committee

MEMBERS?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

ELIGIBILITY COMMITTEE?

NUMBER OF REGISTRANTS:

Attendants/Companions

Other (not eligible)

- Ambulatory Eligible - Wheelchair

- Temporary

ionthly Pass 8.00

81 | COMPARISON WITH CONVENTIONAL TRANSIT:

langer same

Conventional Hours Fare Structure

8

JNACCOMMODATED TRIP REQUESTS:

yes yes

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS: NO-SHOWS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

29,000 4,950 9

VEHICLE TYPES: Number Ambiethating	VEHICLES					EMPLOYEES	
Number Capacity Capacity Age Fevenue 14,778 NuMeER OF EMPLOYEES: Femiliar 10ct 1		Wheelchair		ANNUAL KILOMETRES:			
10 1 1 1 1 1 1 1 1 1				Revenue	14,709	NUMBER OF EMPLOYEES:	
3 6 2 Revenue 2,385 Office 1 1	S-Wagon/Sedan			Total	21,762		Part Time
3	Modified Vans			ANNUAL HOURS:		Operators 1	-
Total Admin. Avail. Av	Small Buses	m		Revenue	2,395	Office 1	
SNON-DEDICATED SERVICE No. OF OPERATORS: No. OF OPERATORS: No. OF OPERATORS: Specialized -2 24 4-6 6-9 9-12 12+ (ie. flat rate, hourly, per km etc.) ATORS SERVICE: SASS Revenue Véhicle Hours/Capita S20.3 Revenue Véhicle Hours/Capita Trips by Non-Dedicated Service O.00685 Vilonetres-Hour O.1743 Average Kloinetres-Hour O.1743 O.	Purpose-Built			Total	2,268	Mainten.	-
101 No. Of OPERATORS: No. Of OPERATORS: No. Of OPERATORS: Specialized Convertional -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) Maximum WAGE RATES: Specialized Convertional -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) Maximum WAGE RATES: Specialized Convertional -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) Maximum WAGE RATES: Specialized Convertional -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) Maximum WAGE RATES: Specialized Convertional -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) Maximum WAGE RATES: Specialized Convertional -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) Maximum WAGE RATES: Specialized Convertional -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) Maximum WAGE RATES: Specialized Convertional -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) Maximum WAGE RATES: Specialized Convertional -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) Maximum WAGE RATES: Specialized Convertional -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) Maximum wAGE RATES: Specialized Convertional -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) Maximum wAGE RATES: Specialized Convertional -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) Poperator -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) -2 24 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) -2 25 4-6 6-9 9-12 12+ (e. flat	Other					Admin.	
10 OF OPERATORS: NO. OF OPERATORS: NO. OF OPERATORS: Specialized PAYMENT METHOD: Specialized Conventional -2 24 4-6 6-9 9-12 12+ (ie. flar rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Conventional -2 24 4-6 6-9 9-12 12+ (ie. flar rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Conventional -2 24 4-6 6-9 9-12 12+ (ie. flar rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Conventional -2 24 4-6 6-9 9-12 12+ (ie. flar rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Conventional -2 24 4-6 6-9 9-12 12+ (ie. flar rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Conventional -2 24 4-6 6-9 9-12 12+ (ie. flar rate, hourly, per km etc.) Maintenance \$14.50 Maintenance \$14.50				IS NON-DEDICATED SERVICE		Volun.	
1-2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) PAYMENT METHOD: Specialized Convertional -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Convertional -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Convertional -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, hourly, etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, hourly, etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, hourly, etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, hourly, etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, hourly, etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, hourly, etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, hourly, etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, hourly, etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, hourly, etc.) -2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, hourl							2
1-2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) PAYMENT METHOD: Specialized Conventional -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) PAYMENT VERIFICATION: Specialized Conventional -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) PAYMENT VERIFICATION: Specialized Conventional -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (ie. f		ality					
1-2 2-4 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) AAXIMUM WAGE RATES: Specialized Convertional AAXIMUM WAGE RATES: Specialized Convertional Convertional Specialized Specialized Convertional Specialized Specialized Specialized Convertional Specialized Special				NO. OF OPERATORS:		UNIONS:	
1.2 2.4 4-6 6.9 9-12 12+ (ie. flat rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Conversional Specialized Specialized Conversional Conversional Specialized Conversional Specialized Conversional Specialized Conversional Conversional Specialized Conversional Specialized Conversional Conversional Specialized Conversional Conversional Conversional Specialized Conversional Specialized Conversional Conversional Specialized Conversional Specialized Conversional Conversional Specialized Conversional Conv						Specialized	
1-2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Conver C	FLEET DISTRIBUTION:			PAYMENT METHOD:		Conventional	
A T O R S SERVICE: 3.4% Registrants/Capita \$0.00		11-2	6-9 9-12	(ie. flat rate, hourly, per km etc.)			
A T O R S A T O R S SERVICE: 3.4% Registrants/Capita \$0.0085 Trips/Hour \$0.45 Trips/Capita Tr						MAXIMUM WAGE RATES:	
A T O R S SERVICE: 3.4% Registrants/Capita \$0.0085 Trips.Hour \$0.0085 Trips.Hour \$0.45 Trips.Capita Trips by Non-Dedicated Service 1.57% EFFECTIVENESS: Cost/Trip - Dedicated \$2.547 LABOUR PRODUCTIVITY: \$4.15 Hours/Operator A T O R S PAYMENT VERIFICATION: \$10.00 Maintenance \$10.00 SERVICE UTILIZATION: \$10.00 SERVICE UTILIZATION: \$10.00 Average Kilometres/Nehicle Trips.Registrant Unaccommindated Trip Requests Cost/Trip - Dedicated \$12.07 No-Shows - Non-Dedicated *4.15 Hours/Operator 1.597 Kilometres/Nehicle \$4.15 Hours/Operator	Saturday					Specialized	Conventional
Maintenance \$14.50	Sunday			PAYMENT VERIFICATION:			
SERVICE	Holidays						
3.4% Registrants/Capita 0.0085 Trips/Hour \$2.03 Revenue Vehicle Hours/Capita 0.0826 Kilometres/Hour \$0.45 Trips by Non-Dedicated Service 0.1743 Average Kolometres/Trip \$7% Trips by Non-Dedicated Service Trips/Registrant 57% EFFECTIVENESS: Cast/Trip Dedicated 43% EFFECTIVENESS: Cancellations Cost/Trip - Dedicated \$12.07 No-Shows VEHICLE UTILIZATION (Dedicated Service Only): \$25.47 LABOUR PRODUCTIVITY: \$4.15 Hours/Operator 1,597 Kilometres/Vehicle 1,597 Kilometres/Vehicle	PERFORMANCE IND	SICATORS					
3.4% Registrants/Capita 0.0085 Trips/hour \$2.03 Revenue Vehicle Hours/Capita 0.0826 Kilometres/Hour \$0.45 Trips Capita 0.1743 Average Kilometres/Trip Trips by Non-Dedicated Service 0.1743 Average Kilometres/Trip 43% EFFECTIVENESS: Carcellations Cost/Trip - Dedicated - Non-Dedicated \$12.07 No-Shows - Non-Dedicated YEHICLE UTILIZATION (Dedicated Service Only): \$25.47 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle \$4.15 Hours/Operator 1,597 Kilometres/Vehicle	-INANCIAL:		SERVICE:			SERVICE UTILIZATION:	
\$2.03 Revenue Vehicle Hours/Capita 0.0826 Kilometres/Hour \$0.45 Trips Capita 0.1743 Average Kilometres/Trip Trips by Non-Dedicated Service 0.1743 Average Kilometres/Trip 43% EFFECTIVENESS: Cancellations Cost/Trip - Dedicated \$12.07 No-Shows - Non-Dedicated - Non-Dedicated VEHICLE UTILIZATION (Dedicated Service Only): \$25.47 LABOUR PRODUCTIVITY: \$4.15 Hours/Operator 1,597 Kilometres/Vehicle 1,597 Kilometres/Vehicle	NC = Op.Revenue/Op.Cost	3.4%	Registrants/Capita		0.0085	Trips/Hour	211
\$0.45 Trips Capita 0.1743 Average Kilometres/Trip Trips by Non-Dedicated Service 1 Trips Registrant Trips Requests 43% EFFECTIVENESS: Cancellations Cost/Trip - Dedicated \$12.07 Non-Dedicated VEHICLE UTILIZATION (Dedicated Service Only): \$25.47 LABOUR PRODUCTIVITY: \$4.15 Hours/Operator 1.597 Kilometres/Vehicle 1.597 Kilometres/Vehicle	let Operating Cost/Capita	\$2.03	Revenue Vehicle Hours/C	zapitz	0.0826	Kilometres/Hour	6.14
Trips by Non-Dedicated Service Trips Requests 43% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated Service Only): \$25.47 LABOUR PRODUCTIVITY: \$4.15 Hours/Operator - 1.597 Kilometres/Vehicle - 1.597 Kilometres/Vehicle	Aunicipal Net Cost/Capita	\$0.45	Trips/Capita		0.1743	Average Kilometres/Trip	2.91
57% 43% EFFECTIVENESS: Carculations Carculations Carculations Carculations Carculations Carculations Carculations - Non-Dedicated Service Only): \$25.47 LABOUR PRODUCTIVITY: 1.597 Kilometres/Vehicle 11.597 Kilometres/Vehicle 11	share of Net Cost		Trips by Non-Dedicated S	ervice		Trips/Registrant	20.55
43% EFFECTIVENESS: Carollations Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated Service Only): \$25.47 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle \$4.15 Hours/Operator - 1,597 Kilometres/Vehicle	- Provincial	57%				Unaccommodated Trip Requests	1.60%
Cost/Trip - Dedicated \$12.07 No-Shows - Non-Dedicated - Non-Dedicated Service Only): \$25.47 LABOUR PRODUCTIVITY: \$4.15 Hours/Operator 1,597 Kilometres/Vehicle 1	- Municipal	43%	EFFECTIVENESS:			Cancellations	7.37%
vice Only): \$25.47 LABOUR PRODUCTIVITY: Revenue Hours/Operator 1,597 Kilometres/Vehicle	(incl. donations)			28	\$12.07	No-Shows	1.29%
vice Only): \$25.47 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle \$4.15 Hours/Operator 1,597 Kilometres/Vehicle 1			- Non-De	dicated			
\$25.47 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle 1.597 Kilometres/Vehicle 1	FFICIENCY (Dedicated Service (Only):				VEHICLE UTILIZATION (Dedicated	Service Only):
\$4.15 Hours/Operator 1,597 Kilometres/Vehicle	Sost/Hour	\$25.47	LABOUR PRODUCTIVIT	; ;		Revenue Hours/Vehicle	2,395
Waintenance Cost/Kilometre	Cost/Kilometre	\$4.15	Hours/Operator		1,597	Kilometres/Vehicle	14,709
	Maintenance Cost/Kilometre						

non-pro George

SERVICE OPERATED BY:

Barrie

1980

February

CE STARTED IN:

Багле	MUNICIPAL CONTACT:	George Kavedkas	POPULATION SERVED:		61,000
B.A.C.1.S.		(705) 735-4207	SERVICE AREA (ha):		7,720
	OPERATIONS CONTACT:	Don Wenzel	ADVISORY COMMITTEE?	768	
		(705) 737-2304	NUMBER OF MEMBERS:		7
REGISTRANTS	FINANCIAL		SERVICE		
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	EVENUES:	TYPE	accessible door	

	OPERATIONS CONTACT: Don Wenzel	Don Wenzel	ADVISORY COMMITTEE?	yes	
		(705) 737-2304	NUMBER OF MEMBERS:		
EGISTRANTS	FINANCIAL		SERVICE		
XCAL ELIGIBILITY CRITERION: Unable to Board	OPERATING COSTS AND REVENUES:	Day Con Day Living of Constant	TYPE:	accessible door	
		CALLET LALLS			

profit organiz		SERVIC
ge Kavedas		POPULA
735-4207		SERVIC
Wenzel		ADVISO
737-2304		NUMBE
		SERVI
ES:		TYPE
Oper. Cost \$305,796 \$12,288	Revenue	HOURS OF Weekday Saturday
\$318,089	\$29,680	Sunday
		-

				accessible do		0730 to 2330
SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SERVICE	TYPE:	Revenue HOURS OF SERVICE:	Weekdays
					Revenue	
4207	ब्र	2304			SSI	9,736

Monthly Pass 22\$18.00 22/\$12.00 22/\$14.00 22/\$12.00

Tickets/Cards

1,423 FARE STRUCTURE:

Dispatching Scheduling

Non-Ded.

Dedicated 6,924 3,045 14

ANNUAL ONE-WAY TRIPS:

Attendants/Companions - Ambulatory Eligible - Wheelchair

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Other (not eligible)

FOTAL:

37%

240

- Ambulatory - Temporary

14,714

\$1.50 10/\$10.50

Adult

Child

\$1.50 10/\$10.50 \$1.50 10/\$10.50 \$1.50 10/\$10.50 \$1.50 10/\$10.50 \$1.50 10/\$10.50 \$1.50 10/\$10.50

> Student Senior

2,093

21,638

610 COMPARISON WITH CONVENTIONAL TRANSIT:

25% OTHER METHODS OF PAYMENT:

8

JNACCOMMODATED TRIP REQUESTS:

VO-SHOWS:

X

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

every 2 or 3 years

Subscription Reservation

Prebooked

99

TRIP TYPES:

Attendants/Companions

Other (not eligible)

TOTAL:

Companion Attendant

Other

longer Same

Conventional Hours

2,651

Fare Structure

min .5 hours, max 14 days

0900 to 2330

computer assisted computer assisted computer assisted computer assisted

Reservations Registration

ST63,127 METHODS:

5125.282

\$288,409 | CALL-INS:

NET OPERATING COST:

ហ

Xes

ELIGIBILITY COMMITTEE?

Non-Dedicated

TOTAL:

Dedicated

×

Unable to Use

Other

Provincial Share Municipal Share

Donations

88

REGISTRATION REQUIRED?

advisory committee

MEMBERS?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

2

V F F F F F F F F F F F F F F F F F F F							EMPLOYEES	יורט	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	132,984	NUMBER OF EMPLOYEES:	MPLOYEES:	
S-Wagon/Sedan					Total	132,984		Full Time	Part Time
Modified Vans	ເດ	Ŋ	4	Ŋ	ANNUAL HOURS:		Operators	4	ო
Small Buses					Revenue	8,695	Office	-	
Purpose-Built					Total	9,383	Mainten.		qua.
Other							Admin.	-	
TOTAL VEHICLES	2				ICATED SERV		Votun.		
					AVALABLE? yes		TOTAL	ω.	4
Ownership:	municipality								
Maintenance:	contracted out				NO. OF OPERATORS:	2	_		
							Specialized	2	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional		
9	9 9-11 11-2	2 24	46 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 3	4			\$	flat rate trip		MAXIMUM WAGE RATES:	SE RATES:	
Saturday	1	ş	1					Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$11.75	\$13.00
Holidays							Maintenance	\$14.50	
PERFORMANCE INDICATORS	E INDICA	TORS							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	LIZATION:	
R/C = Op.Revenue/Op.Cost	ost	9.3%	Registrants/Capita	s/Capita		0.0107	Trips/Hour		2.49
Net Operating Cost/Capita	n	\$4.73	Revenue V	Revenue Vehicle Hours/Capita	apita	0.1425	Kilometres/Hour	T.	15.29
Municipal Net Cost/Capita	CI)	\$2.05	Trips/Capita	ŭ		0.3890	Average Kilometres/Trip	etres/Trip	6.15
Share of Net Cost			Trips by NK	Trips by Non-Dedicated Service	arvice	%6	Trips/Registrant	1	36.51
- Provincial		22%					Unaccommoda	Unaccommodated Trip Requests	257%
- Municipal		43%	EFFECTIVENESS:	ENESS:			Cancellations		11.17%
(incl. donations)			Cost/Trip	- Dedicated	Q	\$14.13	No-Shows		%16.0
				- Non-Dedicated	licated	\$5.87			
EFFICIENCY (Dedicated Service Only):	Service Only):						VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$35.17	LABOUR	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	s/Vehicle	1,739
Cost/Kilometre		\$230	Hours/Operator	rator		1,581	Kilometres/Vehicle	nicle	26,597
Maintonanco Coct Milamotro	2000	&C 03							

1983

February

POPULATION SERVED: SERVICE STARTED IN:

Belleville

Mobility Bus		(613) 967-3212	SERVICE AREA (ha):		3,100
	OPERATIONS CONTACT:	Al Parkhurst	ADVISORY COMMITTEE?	92	
		(613) 968-5109	NUMBER OF MEMBERS:		
REGISTRANTS	FINANCIAL		SERVICE		
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	EVENUES:	TYPE:	curb to curb	

SERVICE OPERATED BY:	private contractor	
MUNICIPAL CONTACT:	Linda Saseniuk	
	(613) 967-3212	
OPERATIONS CONTACT:	Al Parkhurst	
	(613) 968-5109	
FINANCIAL		
OPERATING COSTS AND REVENUES:	EVENUES:	
	Oper. Cost	Revenue
Dedicated	\$103,690	
Non-Dedicated		
TOTAL	\$103,690	\$10,392
		900
NET OPERATING COST:		\$36,236
Provincial Share		\$60,599
Municipal Share		\$22,065
Donations		\$10,634

FINANCIAL			SERVICE	
OPERATING COSTS AND REVENUES:	ENUES:		TYPE:	Card
	Oper. Cost	Revenue	Revenue HOURS OF SERVICE:	
Dedicated	\$103,690		Weekdays	88
Non-Dedicated			Saturday	50
TOTAL:	\$103,690	\$10,392	Sunday	
			Holidays	
NET OPERATING COST:		\$33,298	\$33,298 CALL-INS:	2
Provincial Share		\$60,599	METHODS:	
Municipal Share		\$22,065	Registration	ma
Donations		\$10,634	Reservations	EE
			Scheduling	EE
INNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	EE
Eligible - Wheelchair	9,262		FARE STRUCTURE:	
- Ambulatory				Cash

8

FLIGIBILITY COMMITTEE?

MEMBERS?

eligibility determined by medical professional

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

×

Unable to Board

Unable to Use

Other

min, max 7 days

nually nually

namally	nanually	Tickets/Cards			
Ë	Ë	Cash	\$1.25	\$1.25	\$1.25
Scheduling	Dispatching		Adult	Child	Student
	on-Ded.				

Monthly Pass

Companion	Other	THER METHODS OF PAYMENT:	

OTHER

\$125

Attendant Senior

9,262

Attendants/Companions

Other (not eligible)

%69 31%

22 88

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

TOTAL:

X8

2

COMPARISON WITH CONVENTIONAL TRANSIT:

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

every 2 or 3 years

VISITORS ELIGIBLE?

Subscription Reservation

Prebooked

82

TRIP TYPES:

Attendants/Companions

Other (not eligible)

- Ambulatory - Temporary longer same

Conventional Hours Fare Structure

VEHICLES						EMPLOYEES	
	Wheekchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: NI	Number Capacity	Capacity	Age	Revenue	42,333	42,333 NUMBER OF EMPLOYEES:	
S-Wagon/Sedan				Total		Full Time	Part Time
Modified Vans				ANNUAL HOURS:		Operators 1	
Small Buses	2	2	6.5	Revenue	3,980	Office	·
Purpose-Built				Total	3,980	Mainten.	4
Other						Admin.	23
TOTAL VEHICLES	2			IS NON-DEDICATED SERVICE		Volun.	
				AVALABLE? no		TOTAL 1	4
Ownership: m	municipality						
Maintenance: op	operator			NO. OF OPERATORS:		UNIONS:	
						Specialized no	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional CBRT & GW Local 126	Local 126
69	9-11 11-2 2-4	4-6 6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 2						MAXIMUM WAGE RATES:	
Saturday	+ +	*				Specialized	Conventional
Sunday				PAYMENT VERIFICATION:		Operators	\$16.74
Holidays						Maintenance	\$17.06
PERFORMANCE INDICATORS	INDICATORS						
FINANCIAL		SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	10.0%	Registrants/Capita	rd		0.0062	Trips/Hour	2.33
Net Operating Cost/Capita	\$263	Revenue Vehicle Hours/Capita	Hours/Ca	pita	0.1122	Kilometres/Hour	10.64
Municipal Net Cost/Capita	\$0.62	Trips/Capita			0.2611	Average Kilometres/Trip	4.57
Share of Net Cost		Trips by Non-Dedicated Service	licated Se	wice		Trips/Registrant	4210
- Provincial	65%					Unaccommodated Trip Requests	
- Municipal	35%	EFFECTIVENESS:	ii			Cancellations	
(incl. donations)		Cost/Trip -	- Dedicated		\$11.20	No-Shows	
		•	- Non-Dedicated	cated			
EFFICIENCY (Dedicated Service Only):	vice Only):					VEHICLE UTILIZATION (Dedicated Service Only):	ervice Only):
Cost/Hour	\$26.05	LABOUR PRODUCTIVITY:	JCTIVITY:			Revenue Hours/Vehicle	1,990
Cost/Kilometre	\$2.45	Hours/Operator			3,980	Kiometres/Vehicle	21,167
Maintenance Cost/Kilometre	\$0.00						
				12			

non-profit organiz

SERVICE OPERATED BY:

988

December

SERVICE STARTED IN:

Brantford	MUNICIPAL CONTACT:	W. Coulson	POPULATION SERVED:	85,000
Operation Lift		(519) 759-4150	SERVICE AREA (ha):	7,102
	OPERATIONS CONTACT: Kevin Williams	Kevin Williams	ADVISORY COMMITTEE? yes	
		(519) 756-2170	NUMBER OF MEMBERS:	17
REGISTRANTS	FINANCIAL		SERVICE	

SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SERVICE	TYPE:
(519) 759-4150	Kevin Williams	(519) 756-2170		EVENUES:
	OPERATIONS CONTACT:		FINANCIAL	OPERATING COSTS AND REVENUES:

7	TYPE	HOUR
		Revenue HOUR
	STS AND REVENUES:	Oper. Cost

accessible door

TAPE	HOUT	Ä	
	Revenue		
EVENUES:	Oper. Cost	\$389,870	

-	HOURS	Wee	Satu
	Revenue		
ó	per. Cost	5389,870	\$20,664

-	Sost Revenue H	8	
j	Der. C	389,870	

-	로	5	S
	Revenue		
	S	8	78

77.	HOURS OF	Weekday	Cathandan
	Revenue		

SERVICE

오		
Revenue		
**1	_	

오	
Revenue	

¥	
Revenue	

















\$410,534

Non-Dedicated

Dedicated TOTAL:

××

OCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

- Sunday
- Holidays 5348,650 CALL-INS: 3250,000

NET OPERATING COST.

88

ELIGIBILITY COMMITTEE?

MEMBERS?

Provincial Share Municipal Share

Donations

8 2 8

REGISTRATION REQUIRED?

REGISTRATION CARDS?

NAITING ON LIST?

NATTING LIST?

min 24 hour, max 30 days

METHODS:

nanually manually manually nanually

- Reservations Registration
- \$32,414
 - 335,858

- Scheduling

Dedicated 22,457 1,946 37,127

UNNUAL ONE-WAY TRIPS:

14,670

- 1283 Non-Ded.
- 1,970
- Dispatching
- FARE STRUCTURE: Adult
- Cash \$1.10 \$1.10 \$1.10

8 3,446

Attendants/Companions - Ambutatory Eligible - Wheelchair

Other (not eligible)

37% %09

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

TOTAL:

88

- Ambulatory - Temporary

\$1.10

Monthly Pass

- Tickets/Cards \$1.10
 - \$1.10

Student Senior

- \$1.10 \$1.10 \$1.10
- \$1.10
- \$1.10

\$1.10 \$1.10

Companion Attendant

Other

33% 23% 5%

\$1.10

50 COMPARISON WITH CONVENTIONAL TRANSIT:

OTHER METHODS OF PAYMENT:

contracts based on net cost

Conventional Hours

1,772

INACCOMMODATED TRIP REQUESTS:

VO-SHOWS:

§ 6

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

every 2 or 3 years

Subscription Reservation

1,500

TRIP TYPES: Prebooked

Attendants/Companions

Other (not eligible)

TOTAL:

Fare Structure

573

different, 1.25

NUMBER OF MEMBERS:	15	1988 yes		15 private contractor Ted Allan (613) 342-9772	SERVICE OPERATED BY: MUNICIPAL CONTACT: OPERATIONS CONTACT:
	SERVICE OPERATED BY: private contractor SERVICE STARTED IN: August MUNICIPAL CONTACT: Ted Alian POPULATION SERVED: (513) 342-9772 SERVICE AREA (ha): OPERATIONS CONTACT: ADVISORY COMMITTEE? NUMBER OF MEMBERS:		SERVICE		FINANCIAL
	SERVICE OPERATED BY: private contrador SERVICE STARTED IN: August MUNICIPAL CONTACT: Ted Alian POPULATION SERVED: (613) 342-9772 SERVICE AREA (ha):	yes	ADVISORY COMMITTEE?		OPERATIONS CONTACT:
ADVISORY COMMITTEE?	SERVICE OPERATED BY: private contractor SERVICE STARTED IN: August MUNICIPAL CONTACT: Ted Alian POPULATION SERVED:		SERVICE AREA (ha):	(613) 342-9772	
(613) 342-9772 SERVICE AREA (hz): OPERATIONS CONTACT: ADVISORY COMMITTEE?	SERVICE OPERATED BY: private contractor SERVICE STARTED IN: August		POPULATION SERVED:	Ted Alkan	MUNICIPAL CONTACT:
MUNICIPAL CONTACT: Ted Allan POPULATION SERVED: (613) 342-9772 SERVICE AREA (ha): OPERATIONS CONTACT: ADVISORY COMMITTEE?				private contractor	SERVICE OPERATED BY:

y88		
ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SERVICE
OPERATIONS CONTACT:		FINANCIAL

OPEHALIONS CONTACT:	ADVISORY COMMITTEE?	yes
	NUMBER OF MEMBERS:	
FINANCIAL	SERVICE	
OPERATING COSTS AND REVENUES:	TYPE	door to door

	August						
	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SERVICE	
15	private contractor	Ted Alkan	(613) 342-9772				

2

œ

Monthly Pass

Tickets/Cards

Cash \$1.25 \$1.25 \$125 \$1.25 \$1.25

FARE STRUCTURE:

Dispatching

Non-Ded.

Dedicated

ANNUAL ONE-WAY TRIPS:

3,958 2,482

Scheduling

nanually manually manually

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

889

INACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes Ves

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

every 2 or 3 years

VISITORS ELIGIBLE?

Subscription Reservation

207

TRIP TYPES: Prebooked

Attendants/Companions

Other (not eligible)

- Ambulatory Eligible - Wheelchair

- Temporary

Fare Structure

OTHER METHODS OF PAYMENT:

Companion

866

Attendant

Student Senior

6,440

Adult Child

1,490

Mendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

62% 37%

NUMBER OF REGISTRANTS:

TOTAL:

Same

min 24 hours, no max

Viennen

Reservations Registration

Revenue HOURS OF SERVICE:

Oper. Cost

\$104,027

Non-Dedicated

TOTAL:

yes

ELIGIBILITY COMMITTEE?

MEMBERS?

Dedicated

×

JOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

Weekdays

Saturday Holidays METHODS:

Sunday

\$9,879

\$104,027

394,148 CALL-INS:

NET OPERATING COST:

Provincial Share **Aunicipal Share**

Donations

yes

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

8 2

53,639

240,509 \$5,890

VEHICLES						EMPLOYEES	
	Wheelchair	Ambulatory Av	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Number	Capacity	Capacity	Age	Revenue	25,125	25,125 NUMBER OF EMPLOYEES:	
ā		7		Total	25,125	Full Time	Part Time
Modified Vans				ANNUAL HOURS:		Operators 1	•
Small Buses	ເດ		6	Revenue	1,745	Office 1	
Purpose-Built				Total	1,745	Mainten.	-
Other						Admin.	*-
TOTAL VEHICLES 1				IS NON-DEDICATED SERVICE		Volun.	
				AVAILABLE? no		TOTAL 2	ო
Ownership: contracted operator	erator						
				NO. OF OPERATORS:		UNIONS:	
						Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional CUPE I	CUPE Local 115
9 9-11		46 6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)			
-	g					MAXIMUM WAGE RATES:	
Saturday	-	+				Specialized	Conv
Sinday				PAYMENT VERIFICATION:		Operators \$9.62	
Holidays						Maintenance \$16.01	H \$17.87
PERFORMANCE INDICATORS	ATORS						
FINANCIAL:		SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	9.5%	Registrants/Capita	æ		0.0100	Trips/Hour	3.69
Net Operating Cost/Capita	\$4.54	Revenue Vehicle Hours/Capita	Hours/Cap	oita	0.0841	Kilometres/Hour	14.40
Municipal Net Cost/Capita	\$1.95	Trips/Capita			0.3102	Average Kilometres/Trip	330
Share of Net Cost		Trips by Non-Dedicated Service	icated Ser	vice		Trips/Registrant	31.11
- Provincial	54%					Unaccommodated Trip Requests	
- Municipal	46%	EFFECTIVENESS:	iń			Canoellations	10.08%
(incl. donations)		Cost/Trip	- Dedicated		\$16.15	No-Shows	0.19%
		•	- Non-Dedicated	zated			
EFFICIENCY (Dedicated Service Only):						VEHICLE UTILIZATION (Dedicated Service Only):	tied Service Unity):
Cost/Hour	\$59.61	LABOUR PRODUCTIVITY:	ICTIVITY:			Revenue Hours/Vehicle	1,745
Cost/Kilometre	\$4.14	Hours/Operator			1,163	Kilometres/Vehicle	25,125
Maintenance Cost/Kilometre							
				16			

		17				
	SERVICE OPERATED BY:	municipality	SERVICE STARTED IN:	December	1988	
Burk's Falls	MUNICIPAL CONTACT:	Jarvis Osborne	POPULATION SERVED:			918
Para-Bus		(705) 382-3138	SERVICE AREA (ha):			316
	OPERATIONS CONTACT:		ADVISORY COMMITTEE?		02	
			NUMBER OF MEMBERS:			
REGISTRANTS	FINANCIAL		SERVICE			
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	REVENUES:	TYPE:	door to door		

	47				
SERVICE OPERATED BY:	municipality	SERVICE STARTED IN:	December	1988	
MUNICIPAL CONTACT:	Jarvis Osborne	POPULATION SERVED:			0,
	(705) 382-3138	SERVICE AREA (ha):			(7)
OPERATIONS CONTACT:		ADVISORY COMMITTEE?		9	
		NUMBER OF MEMBERS:			
FINANCIAL		SERVICE			

	1388			9		
	December					
	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SEBVICE
17	municipality	Jarvis Osborne	(705) 382-3138			

Monthly Pass

Tickets/Cards

Cash

-ARE STRUCTURE:

Dispatching

Non-Ded.

Dedicated

ANNUAL ONE-WAY TRIPS:

Attendants/Companions - Ambulatory Eligible - Wheelchair

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Other (not eligible)

TRIP TYPES: Subscription Reservation Prebooked

Attendants/Companions

Other (not eligible)

TOTAL:

- Ambulatory - Temporary

Scheduling

\$1.50 \$1.50 \$1.50

Adult Child

nanually

No Conv. Service

No Conv. Service

COMPARISON WITH CONVENTIONAL TRANSIT:

UNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes Yes

COMPANIONS ALLOWED IF SPACE? not within last five years

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

Conventional Hours

Fare Structure

OTHER METHODS OF PAYMENT:

\$1.50 \$1.50

Companion

Other

Attendant

Student Senior

min of 24 hours, no max

manually Tanually manually

Reservations Registration

METHODS:

NET OPERATING COST:

Non-Dedicated

TOTAL:

8

ELIGIBILITY COMMITTEE? ligibility determined by staff

MEMBERS?

Dedicated

×

Unable to Board

Unable to Use

Other

Provincial Share Municipal Share

Donations

2 2 2

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

Revenue HOURS OF SERVICE:

Oper. Cost \$2,497 \$2,497

Neekdays

Saturday Sunday Holidays \$307 CALL-INS:

\$2,190

VEHICLES					EMPLOYEES
Wheelchair	Hair	Ambulatory	Average	ANNUAL KILOMETRES:	
VEHICLE TYPES: Number Capacity	acity	Capacity	Age	Revenue	ίά
S-Wagon/Sedan				Total	Full Time Part Time
Modified Vans				ANNUAL HOURS:	Operators
Small Buses 1	œ	2	4	Revenue	Office
Purpose-Built				Total	
Other					Admin.
TOTAL VEHICLES 1				IS NON-DEDICATED SERVICE	
				AVAILABLE? no	TOTAL
Ownership: municipality					
Maintenance: municipality				NO. OF OPERATORS:	UNIONS:
					Specialized no
FIET DISTRIBUTION:				PAYMENT METHOD:	Conventional
a a-11 11-2	24	6 6-9 9	9-12 12+	(ie. flat rate, hourty, per km etc.)	
-	-	1			MAXIMUM WAGE RATES:
					Specialized Conventional
Catalogy				PAYMENT VERIFICATION:	
Sunday					Maintenance
PERFORMANCE INDICATORS	38				
FINANCIAL		SERVICE:			SERVICE UTILIZATION:
R/C = Op.Revenue/Op.Cast 87.	87.7%	Registrants/Capita	apita		Trips/Hour
	\$0.33	Revenue Vehicle Hours/Capita	ide Hours/C	apita	Kilometres/Hour
Municipal Net Cost/Capita		Trips/Capita			Average Kilometres/Trip
Share of Net Cost		Trips by Non-Dedicated Service	Dedicated S	arvice	Trips/Registrant
- Provincial					Unaccommodated Trip Requests
- Municipal		EFFECTIVENESS:	ESS:		Cancellations
(incl. donations)		Cost/Trip	- Dedicated	ğ	No-Shows
			- Non-Dedicated	licated	
EFFICIENCY (Dedicated Service Only):					VEHICLE UTILIZATION (Dedicated Service Only):
Cost/Hour		LABOUR PRODUCTIVITY:	ODUCTIVITY	21	Revenue Hours/Netricle
Cost/Kiometre		Hours/Operator	ŭ		Kilometres/Vehicle
Maintenance Cost/Kilometre					
				0,7	

Handi-Van	(416) 335-7797	SERVICE AREA (ha):		18,389
	OPERATIONS CONTACT:	ADVISORY COMMITTEE?	yes	
		NUMBER OF MEMBERS:		9
REGISTRANTS	FINANCIAL	SERVICE		

19	municipality
	BY:

Burlington

	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NIMBER OF MEMBERS.
19	municipality	Don Hammond POP	(416) 335-7797 SERI	ADV	MIN
	SERVICE OPERATED BY:	MUNICIPAL CONTACT:		OPERATIONS CONTACT:	

19			ye	
SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:

129,000

Monthly Pass

Tickets/Cards \$14.00

333 FARE STRUCTURE:

Dispatching Scheduling

Non-Ded.

Dedicated

ANNUAL ONE-WAY TRIPS:

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

55% 43% %

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

TOTAL:

414

- Ambulatory Temporary

17,032 9,804 \$1.40 \$1.40

\$14.00 \$14.00

\$14.00

\$1.40 \$1.40 \$1.40 \$1.40

\$1.40

Student Senior

886

26,836 1,351

Shild

\$14.00 514.00

COMPARISON WITH CONVENTIONAL TRANSIT:

20% OTHER METHODS OF PAYMENT

Companion

Other

Attendant

Same same

Conventional Hours

2269 307

INACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

X8

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

every 2 or 3 years

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

Subscription Reservation

Prebooked

978

RIP TYPES:

Attendants/Companions

Other (not eligible)

Fare Structure

min 24 hours, max 30 days

yllanually manually manually nanually

Reservations Registration

METHODS: Holidays Sunday

\$195,867

\$195.867

5391,734 CALL-INS:

VET OPERATING COST:

9

8

ELIGIBILITY COMMITTEE?

MEMBERS?

Provincial Share Municipal Share

Donations

88

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

2

accessible door

Revenue HOURS OF SERVICE:

Oper. Cost

OPERATING COSTS AND REVENUES:

\$462,398

Non-Dedicated

TOTAL:

Dedicated

×

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

Weekdays

Saturday

\$70,664

\$462,398

VEHICLES VEHICLETYPES: Number S-Wagen/Sedan Modified Vans									
a	≯ I	thair Mark	Ambulatory	Average	ANNUAL KILOMETRES:	240,000	240,000 NUMBER OF EMPLOYEES:		
Modified Vans				1	i di ci	240,000	Operators	Full Time Pa	Part Time
		(4	c c	Robert to Co.	10,215	Office	-	*
Small Buses	_	۵	D	3	Total	11,632	Mainten.	* -	
Purpose-Built							Admin.	+-	
Other VEHICLES	7				IS NON-DEDICATED SERVICE		Volun.		u
וסואד אבווסדים					AVAILABLE? yes		TOTAL	œ	n
Ownership: mun	municipality				NO OF OPERATORS:	-	1 UNIONS:		
Maintenance: mun	municipality						Specialized	CUPE 2723	
NOITH BIGTORY					PAYMENT METHOD:		Conventional	CUPE 2723	
q	9-11 11-2	24	4-6 6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)			r DATES.	
	2	ın	₩"		meter rate		MAXIMUM WAGE FALES.	Specialized	Conventional
Saturday	1 15	1,5	-		- INCITA CITICITY TO STATE OF		Onerators	\$15.81	\$15.81
Sunday		-	v -		manually		Maintenance	\$18.59	\$18.59
Holidays									
PERFORMANCE INDICATORS	NDICATO	R S							
FINANCIAI :			SERVICE:				SERVICE UTILIZATION:	IZATION:	200
Cost Cost	4.	5.3%	Registrants/Capita	pita		0.0075	Inpsylour		23.49
Not Onorating Cost/Capita	67	\$3.04	Revenue Vehicle Hours/Capita	de Hours/C	apita	0.0792	Kilometres/Hour	J.	76
Met Operaning cooperation	•	\$1.52	Trips/Capita			0.2157	Average Kuometres/17p	erres/1np	89 90
Cham of Net Cost	,		Trips by Non-Dedicated Service	edicated S	ervice	84	Trips/Registrant	If	707
Devincial		20%					Unaccommod	Unaccommodated trip requests	8 15%
Carrier A		50%	EFFECTIVENESS:	:SS:			_		4 4 20%
- Municipal			Cost/Trip	- Dedicated	72	\$17.23	No-Shows		2
(iiid. Quiduois)				- Non-Dedicated	dicated		VEHICS FITTI	AFFICE ETTH (ZATION (Dedicated Service Only):	rvice Only):
EFFICIENCY (Dedicated Service Only):	vice Only):						Power o Hours Wehicle	c Wehirle	1,459
Cost/Hour		\$45.27	LABOUR PRODUCTIVITY:	DUCTIVIT	2			hido	34.286
Cost/Kilometre		\$1.93	Hours/Operator	H		DO4,	Nomence venice	III	
Maintenance Cost/Kilometre		\$0.30							

		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	March	1976
Cambridge		MUNICIPAL CONTACT:	Rick Schram		POPULATION SERVED:		92,000
Cambridge Transit			(519) 623-1340		SERVICE AREA (ha):		000'6
		OPERATIONS CONTACT:	Mr. Grag Seguin		ADVISORY COMMITTEE?		92
			(519) 740-4633		NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door	
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$150,053		Weekdays	0800 to 2300	
Orther		Non-Dedicated	\$141,038		Saturday	1200 to 1700	
		TOTAL	\$291,091	\$42,109	Sunday		
ELIGIBILITY COMMITTEE?	2				Holidays		
MEMBERS?		NET OPERATING COST:		\$248,982	CALL-INS:	min 24 hours, max 30 days	c 30 days
eligibility determined by staff		Provincial Share		\$156,717	METHODS:		
		Municipal Share		\$33,265	Registration	computer assisted	
REGISTRATION REQUIRED?	yes	Donations			Reservations	computer assisted	-
REGISTRATION CARDS?	yes				Schaduling	computer assisted	_
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	2,400	5,400	FARE STRUCTURE:		
		- Ambulatory	4,978	16,744	Cash	h Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	4-	1,440	Adult \$1.50	9	
Eligible - Wheelchair 3	310 30%	Other (not eligible)			Child \$1.10	0	
- Ambulatory 7	733 70%	TOTAL	7,378	22,144	Student \$1.10	0	
- Temporary	2 0%				Senior \$1.10	0	
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription		19%	Companion		
TOTAL: 1,0	1,045	Prebooked		15%	Other		
		Reservation		859	OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response			\$3.00 trips to Kitchener		
amnaily		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ITIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		096	Conventional Hours	shorter	
VISITORS ELIGIBLE?	Ves	NO-SHOWS:		15	Fare Structure	different \$7.30	

グルーピーゴル>							EMPLOYEES		
	-	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:	1	COLUMN TO COLUMN	i	
VEHICLE TYPES: Nu S-Waron/Sedan	Number	Capacity	Capacity	Age	Revenue Total	89,355	Full Time	Part Time	ше
Modified Vans					ANNUAL HOURS:		Sign		•
Small Buses	ო	ro.	ø	ო	Revenue	3,681	Mainten		-
Purpose-Built							Admin.		
TOTAL VEHICLES	m				IS NON-DEDICATED SERVICE		Volun.		-
Ownership: mt	municipality								
	municipality				NO. OF OPERATORS:	42	42 UNIONS:	ATU Local 1608	
- HOLLING THE					PAYMENT METHOD:		74	ATU Local 1608	
FIRE DEINBOURGH.	9-11 11-2	2 2 4	99	9-12 12+	(ie. flat rate, hourly, per km etc.)			,	
Peak Day 2	2 2		-		flat rate per trip	_	MAXIMUM WAGE DATES.	porializad	Conventional
Saturday					PAYMENT VEBIEICATION:		Operators		\$14.52
Sunday					checked internally		Maintenance	\$16.59	\$16.59
PERFORMANCE INDICATORS	INDICA	TORS							
EMIANCIAI			SERVICE				SERVICE UTILIZATION:		
Three Control of the		14 5%	Registrants/Capita	Capita		0.0114	Trips/Hour		2.00
HAC = Op. Hevenue/Op. Co.		\$2.77	Revenue V	Revenue Vehicle Hours/Capita	apita	0.0400	Kilometres/Hour		23.05
Met operating occupies		\$1.01	Trips/Capita	set		0.3209	Average Kilometres/Trip		11.50
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	ervice	75%	Trips/Registrant		2825
Description:		63%					Unaccommodated Trip Requests	(edinests	
Mainten		32%	EFFECTIVENESS:	ENESS:			Cancellations		3.25%
(incl. donations)		2	Cost/Trip	- Dedicated	De De	\$20.34	No-Shows		0.05%
לווופר מסופחמים)				- Non-Dedicated	dicated	\$6.37		:	
FFEICIFINCY (Dedicated Service Only):	ervice Only):						VEHICLE UTILIZATION (Dedicated Service Unity):	(Dedicated Service	a Only):
Coet/Hour		\$40.76	LABOUR	LABOUR PRODUCTIVITY:	γ:		Revenue Hours/Vehicle		122,1
Cost/Kilometre		\$1.77	Hours/Operator	rator		1,84	Kilometres/Vehicle	,	28,285

Campbellford	MUNICIPAL CONTACT:	Marry Derond	POPULATION SERVED:	10,643
Venture Van		(705) 653-1900	SERVICE AREA (ha):	
	OPERATIONS CONTACT:	Hal Bushey	ADVISORY COMMITTEE? yes	
		(705) 653-1821	NUMBER OF MEMBERS:	6
REGISTRANTS	FINANCIAL		SERVICE	

R	
	۱

non-profit organiz

SERVICE OPERATED BY:

1992

	(705) 653-1900	SERVICE AREA (ha):		
CONTACT:	Hal Bushey	ADVISORY COMMITTEE?	yes	
	(705) 653-1821	NUMBER OF MEMBERS:	6	
				_

October						door to door		0800 to 1800	0900 to 2100	1000 to 2100	0800 to 1800
SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SERVICE	TYPE	HOURS OF SERVICE:	Weekdays	Saturday	Sunday	Holidays

SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SERVICE	TYPE	HOURS OF SERVICE:	Weekdays	Saturday	Sunday	Holidays	CALL-INS:	\$16.285 METHODS:
							Revenue					\$34,850	16.285

Revenue

Oper. Cost 069\$

OPERATING COSTS AND REVENUES:

LOCAL ELIGIBILITY CRITTERION:

Unable to Board

Unable to Use

Other

\$34,160

Non-Dedicated

Dedicated TOTAL:

\$34,850

NET OPERATING COST:

yes

ELIGIBILITY COMMITTEE?

MEMBERS?

Provincial Share Municipal Share

Donations

yes yes

REGISTRATION REQUIRED?

REGISTRATION CARDS?

NAITING ON LIST?

WAITING LIST?

URS OF SERVICE: Weekdays Sanuday Weekdays Sunday Holidays LL-INS: Registration Reservations Scheduling
ù

\$13,965 \$9,620

Non-Ded.

Dedicated

ANNUAL ONE-WAY TRIPS:

9

372

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

30% 48% 1% 21%

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

OTAL:

418

hours, max 7 days

manually	namally		Tickets/C			
Ē	Ĕ		Cash	\$2.00	\$200	\$2.00
Scheduling	Dispatching	FARE STRUCTURE:		Adult	Child	Student

Monthly Pass

ards

\$200	\$2.00	\$2.00		
			c	

No Conv. Service

No Conv. Service

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours Fare Structure

2 0

JNACCOMMODATED TRIP REQUESTS:

40-SHOWS:

yes

9

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

annually

Subscription Reservation

Prebooked

TRIP TYPES:

56 128

Aftendants/Companions

Other (not eligible)

TOTAL:

- Ambulatory - Temporary 21% OTHER METHODS OF PAYMENT:

Companio Attendant Senior

36

	\$	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:	0000	STORY OF THE STORY	
VEHICLE TYPES: NE	Number	Capacity	Capacity	Age	Revenue	00000	NUMBER OF EMPLOYEES.	Part Time
S-Wagon/Sedan				,	IOIEM	20,00	Onerators 1	
Modified Vans	-		-	-	ANNORE HOUSE	DAGA	Office	
Small Buses					Havenue	2 444	Wainteo	
Purpose-Built					1000		Admin	
Other					IS NOW DEDICATED SERVICE		Voitm	
TOTAL VEHICLES	-				AVAILABLE? no		TOTAL 1	
Ownorship:	municipality/Non-profit	1-profit						
	non-profit organization	ization			NO. OF OPERATORS:			
							Specialized	
EI FET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
6-9	9-11 11-2	24	9 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Perak Dav	•			4	flat rate per trip		MAXIMUM WAGE RATES:	
Catinday	1	-	1	•			S	Conveniona
Sinday		-	-	-	PAYMENT VERIFICATION:		Operators \$10.00	
Holidays		-	-	-			Maintenance	
PERFORMANCE INDICATORS	INDICA	TORS						
CINI DAID 161 .			SERVICE:				SERVICE UTILIZATION:	
FINANCIAL			Donichante/Canita	Carrita		0.0115	Trips/Hour	0.17
R/C = Op.Revenue/Op.Cost		40.07	Dansua Vo	Description Volido Horre/Capita	Tion.	0.2315	Kilometres/Hour	20.29
Net Operating Cost/Capita		1750	T. Company			0.0393	Average Kilometras/Trip	119.62
Municipal Net Cost/Capita		\$1.31	Inpsycapita	C. C			Trics/Registrant	3.43
Share of Net Cost			I rips by Nor	into by Non-Dedicated Service	MOTI VICAD		Ingrammodated Trip Requests	
- Provincial		47%					Camplitions	0.48%
- Municipal		23%	EFFECTIVENESS:	NESS:		1	California	7002 0
(incl donations)			Cost/Trip	- Dedicated	p 8	\$81.72	No-Shows	0.15
				- Non-Dedicated	dicated			Consists Onlyst
FFFICIENCY (Dedicated Service Only):	srvice Only):						VEHICLE UTILLATION (DEGICATED SEIVICE SILIT):	Service Only).
Cost/Hour		\$13.86	LABOUR PR	LABOUR PRODUCTIVITY:	¥			
Cost/Kilometre		\$0.68	Hours/Operator	ator		2,464	Kilometres/Verticle	

		0,	SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	December	1991	
Caprool			AN INICIDAL CONTACT.	F Routho		POPULATION SERVED:			3,684
			MOINION AL COLLEGE						
Handi-Transit				(705) 858-1212		SERVICE AREA (ha):		n/a	
			OPERATIONS CONTACT:	Ron Yeoman		ADVISORY COMMITTEE?	0.	yes	
				(705) 675-5686		NUMBER OF MEMBERS:			8
REGISTRANTS			FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:			OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	door to door		
Linable to Roand	×			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×		Dedicated	\$44,865		Weekdays	0800 to 1600	0	
Other			Non-Dedicated			Saturday			
			TOTAL:	\$44,665	\$2,384	Sunday			
ELIGIBILITY COMMITTEE?	yes					Holidays			
MEMBERS?		n	NET OPERATING COST:		\$41,681	CALL-INS:	min 24 hours, no max	s, no max	
			Provincial Share		\$20,840	METHODS:			
			Municipal Share		\$20,841	Registration	manually		
REGISTRATION REQUIRED?	X88		Dorrations		\$5,300	Reservations	computer assisted	sisted	
REGISTRATION CARDS?	yes					Scheduling	computer assisted	Sisted	
WAITING LIST?	. 2		ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	persisted	
WAITING ON LIST?			Eligible - Wheelchair	845		FARE STRUCTURE:			
			- Ambulatory	17		ठा	Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:			Attendants/Companions			Adult	\$3.50		
Eligible - Wheelchair	6 18	18%	Other (not eligible)			Chiid	\$3.50		
>	28 82	82%	TOTAL	862		Student	\$3.50		
- Temporary						Senior	\$3.50		
Amendants/Companions			TRIP TYPES:			Attendant &	\$3.50		
Other (not eligible)			Subscription		33%	Companion	\$3.50		
	8	1	Prebooked		1%	Other			
			Reservation		%9	6% OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?			Demand-Response						
annually			UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRA	NSIT:	
COMPANIONS ALLOWED IF SPACE?			CANCELLED TRIPS:			Conventional Hours	shorter		
CT ICO IT OCCUPANT	VOC		NO CHOWS.			Fare Structure	same		

Capacity 4	Ambulation Average Capacity Age 6 2 2 2 4-6 6-9 9-12 12+	ANNUAL KILOMETRES: Revenue Total ANNUAL HOURS: Revenue Total IS NON-DEDICATED SERVICE AVALABLE? NO. OF OPERATORS: PAYMENT METHOD: (ie. fat rate, hourly, per km etc.)	NUMBER OF EMPLOYEES: 2,008 Office 2,008 Mainten. Admin. Volun. TOTAL UNIONS: Specialized Conventional	RES: Part Time	
Number Capacity 1 4 LES 1 municipality contracted out	6-9 8-12				
1 1 municipality contracted out	69				
1 municipality contracted out	6-9 21-2				
1 municipality contracted out	6-9 21-2				
1 municipality contracted out	6-9	IS NON-DEDICATED SERVICE AVALABLE? NO. OF OPERATORS: PAYMENT METHOD: (ie. fat rate, hourly, per km etc.)	Volun. TOTAL UNIONS: Specialized Conventional		
municipality contracted out	6-9 51-2	NO. OF OPERATORS: PAYMENT METHOD: (ie. fat rate, hourly, per km etc.)	UNIONS: Specialized Conventional		
	6-9 9-12	PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)	Conventional		
	6-9 9-12	(ie. flat rate, hourly, per km etc.)			_
			MAXING IM WALL DA	JES:	
\$11 \$11	_			scialized	Conventional
Saturday Sunday Holidays		PAYMENT VERIFICATION:	Operators Maintenance		
PERFORMANCE INDICATORS					
FINANCIAI :	SERVICE:		,	ON:	0 43
wenue/Op.Cost	Registrants/Capita		0.0092 Inps/Hour		}
•	Revenue Vehicle Hours/Capita			Trip	
Municipal Net Cost/Capita \$5.66	Trips by Non-Dedicated Service		•		25.35
State of Net Cost			Unaccommodated Trip Requests	rip Requests	
	EFFECTIVENESS:				
trions)	Cost/Trip - Dedicated		\$51.82 No-Shows		
	- Non-Dedicated	licated	VEHICLE UTILIZAT	VEHICLE UTILIZATION (Dedicated Service Only):	nly):
EFFICIENCY (Dedicated Service Only):	That of a constant	٤	Revenue Hours/Vehicle	icle	2,008
Cost/Hour \$22.24	Hours/Operator		Kilometras/Vehicle		
Maintenance Cost/Kilometre					

	27				
SERVICE OPERATED BY:	private contractor	SERVICE STARTED IN:	April	1973	
MUNICIPAL CONTACT:	Blair Anderson	POPULATION SERVED:			43,00
	(519) 436-3278	SERVICE AREA (ha):			
OPERATIONS CONTACT:	Bruce Steen	ADVISORY COMMITTEE?		2	
	(519) 352-7433	NUMBER OF MEMBERS:			

28 8

(519) 352-7433 NUMBER OF MEMBERS:	SERVICE	PPERATING COSTS AND REVENUES:	Oper. Cost Revenue HOURS OF SERVICE:
8.		curb to curb	

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

REGISTRANTS

Handi-Bus

Chatham

TANANCIAL			SERVICE		
OPERATING COSTS AND REVENUES:	ENUES:		TYPE:	curb to curb	
	Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Dedicated	\$67,380		Weekdays	0800 to 1800	
Non-Dedicated			Saturday	0800 to 1800	

		SERVICE		
EVENUES:		TYPE:	curb to curb	
Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
\$67,380		Weekdays	0800 to 1800	

Monthly Pass

Tickets/Cards

Cash \$1.40 \$1.40 \$1.40 \$1.40 No charge

FARE STRUCTURE:

Non-Ded.

Dedicated 3,400 2,400 1,020 5,800

UNINUAL ONE-WAY TRIPS:

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

240

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

FOTAL:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

8

INACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:

NO-SHOWS:

X

Demand-Response

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

Subscription Reservation

Prebooked

8

RIP TYPES:

30% 30%

8 50

Attendants/Companions

Other (not eligible)

- Ambulatory - Temporary Fare Structure

47% OTHER METHODS OF PAYMENT:

Companion Attendant

Other

Student Senior

Adult Child different, \$1.25

min 24 hours, max 7 days

Holidays Saturday

Sunday

\$8,120

\$67,380

TOTAL:

2

ELIGIBILITY COMMITTEE? eligibility determined by staff

MEMBERS?

METHODS:

36,300 \$9,000

513,960

559,260 CALL-INS:

VET OPERATING COST:

Provincial Share Municipal Share

Donations

8

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

2 8

computer assisted

manually manually nanually

Reservations Registration Scheduling Dispatching

EMPLOYEES	NUMBER OF EMPLOYEES: Full Time Part Time	Operators 1 Office 1 Mainten. 2	Volun. TOTAL 1 5	UNIONS: Specialized no	Conventional UBWO MAXIMUM WAGE RATES: Specialized Conventional		SERVICE UTILIZATION: Trips.Hour Niometres.Hour Average Kilometres.Trip Trips.Registrant Unaccommodated Trip Requests Cancellations No-Shows VEHICLE UTILIZATION (Dedicated Service Only): Revenue Hours.Vehicle Kilometres.Vehicle	
E	NCM	3,550 Office 3,550 Mainte Admin.	Volun. TOTAL	NS ds	MAX Co	Ø ₩	SE 0.00116 Trii 0.0826 Kik 0.1349 Avv Trii Un Ca \$111.62 No VE VE	
	ANNUAL KILOMETRES: Revenue Total	ANNUAL HOURS: Revenue Total	IS NON-DEDICATED SERVICE AVAILABLE? no	NO. OF OPERATORS:	PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)	PAYMENT VERIFICATION:		00
	Ambulatory Average Capacity Age	4			4-6 6-9 9-12 12+	* -	SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated	
	Wheelchair	ហ			7 5	-	10 R S 121% \$1.38 \$0.32 61% 39% \$18.38	
	Number	۳	۳-	municipality	6-9 9-11 11-2 1 1 1 1	+ + + + +	CE INDICA Cost pita pita ed Service Onty):	итете
2 I I I I I I I I I I I I I I I I I I I	VEHICLE TYPES:	Modified Vans Small Buses Purpose-Built	Other TOTAL VEHICLES	Ownership: Maintenance:	FLEET DISTRIBUTION:	Saturday Sunday Holidays	PERFORMANCE INDICATORS FINANCIAL: RC = Op.Revenue/Op.Cost Net Operating Cost/Capita Net Operating Cost/Capita Numicipal Net Cost/Capita Stare of Net Cost - Provincial - Municipal (incl. donations) EFFICIENCY (Dedicated Service Only): Cost/Mionretre Cost/Mionretre	Maintenance Cost/Kilometre

1984

June

POPULATION SERVED: SERVICE STARTED IN:

Cobourg

Handi-Trans		(416) 372-4555	SERVICE AREA (ha):	27,667
	OPERATIONS CONTACT:	Garth Haggerty	ADVISORY COMMITTEE? yes	
		(416) 372-3300	NUMBER OF MEMBERS:	6
REGISTRANTS	FINANCIAL		SERVICE	
				_

		1
SERVICE OPERATED BY:	non-profit organiz	
MUNICIPAL CONTACT:	Donna Lee	
	(416) 372-4555	
OPERATIONS CONTACT:	Garth Haggeny	
	(416) 372-3300	
FINANCIAL		
OPERATING COSTS AND REVENUES:	EVENUES:	
	Oper. Cost	Reve
Dedicated	\$60,695	
Non-Dedicated		
TOTAL	\$60,635	\$25
NET OPERATING COST:		33

\$25,021	\$35,674	\$24,356
\$60,635		
	COST:	

Provincial Share Municipal Share

2

ELIGIBILITY COMMITTEE?

MEMBERS?

×

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

Donations

98 8 6

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

medical/health professional

00	956 765
Œ	
MET	\$26,756
3	\$35,674 CAL
I	

min 24 hours, no max

0800 to 1700 door to door

HOURS OF SERVICE:

Weekdays

Saturday lolidays Sunday

computer assisted

manually manually manually

Dispate	Non-Ded.	Dedicated
Schodu		
Reserva	\$24,356	
Registr		
\$26,756 METHODS	\$26,756	
\$35,674 CALL-INS:	\$35,674	

\$35,674 CALL-INS:	METHODS:	Registration	Reservations	Scheduling	Dispatching
\$35,674	\$26,756		\$24,356		Non-Ded.

allons	ling	thing	RE STRUCTURE:	Cash	120
CIOTE NATIONAL	Schaduling	Dispatching	AE ST		Activity

Monthly Pass

Tickets/Cards

2	\$1.50	\$1.50	\$1.50	\$1.50
3	Student	Senior	Attendant	Companion

Adult Child

3,232 3,663 926 6,895

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

59% 41%

8

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

TOTAL:

ANNUAL ONE-WAY TRIPS:

School Board Contracts, \$7.75/Trip-subscriptions

73% OTHER METHODS OF PAYMENT:

Other

25%

53 COMPARISON WITH CONVENTIONAL TRANSIT:

different, \$.75

longer

Conventional Hours

433 4

UNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes 8

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

every 2 or 3 years

VISITORS ELIGIBLE?

Subscription Reservation

Prebooked

176

RIP TYPES:

Attendants/Companions

Other (not eligible)

TOTAL:

- Ambulatory - Temporary Fare Structure

						_		
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Nu	Number	Capacity	Capacity	Age	Revenue	58.248	NUMBER OF EMPLOYEES. Full Time	Part Time
S-Wagon/Sedan				c	TOTAL TOTAL	A TOP	Onerators	9
Modified Vans	4	m	4	0	MENCEL HOOMS.			
Small Buses	***	ហ	4	m	Revenue	3,263	8 5	
Purpose-Built					Total	3,263	Maurten.	,
Other							Admin.	-
TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE			
					AVAILABLE? no		TOTAL 1	4
Ownership: mu	municipality						- INDAIG	
Maintenance: nor	non-profit organization	ganization			NO. OF OTHERS OF S.		Soecialized	
					PAYMENT METHOD:		Conventional	
FLEET DISTRIBUTION:			0 0	0.10	(in first rate bounty per lon etc.)			
Book Day		1 2 2	8 8		(final fam. m. m)		MAXIMUM WAGE RATES:	
							Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators \$11.00	\$12.18
Holidays							Maintenance	8.014
PERFORMANCE INDICATORS	INDIC	ATORS						
EMANCIAI -			SERVICE				SERVICE UTILIZATION:	
Pr - On Beaning On Crest		41.2%	Registrants/Capita	Capita		0.0073	Trips/Hour	2.11
Net Operating Cost/Capita		\$1.48	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.1356	Kilometres/Hour	17.85
Municipal Net Cost/Capita			Trips/Capita			0.2865	Average Kilometres/Trip	8.43
Share of Net Cost			Trips by Nor	Trips by Non-Dedicated Service	ervice		Trips/Registrant	39.18
- Provincial		25%					Unaccommodated Trip Requests	0.778
Minicipal		48%	EFFECTIVENESS:	NESS:			Cancellations	6.13%
(incl donations)			Cost/Trip	- Dedicated	p ₈	\$8.80	No-Shows	0.64%
				- Non-Dedicated	dicated		VELUCI E I IIII IZATION (Dedicated Service Only):	Service Ontv):
EFFICIENCY (Dedicated Service Only):	irvice Only						VETTOCE OF THE STATE OF THE STA	1 632
Cost/Hour		\$18.60	LABOUR PI	LABOUR PRODUCTIVITY:	; ;			20,126
Cost/Kilometre		\$1.04	Hours/Operator	ator		1,305	Nuometes/veriscie	100

		31				
	SERVICE OPERATED BY:	private contractor	SERVICE STARTED IN:	June	1989	
Collingwood	MUNICIPAL CONTACT:	Ken Astill	POPULATION SERVED:			12,200
A.C.T.S.		(705) 445-1292	SERVICE AREA (ha):			2,000
	OPERATIONS CONTACT:	Howard Hanson	ADVISORY COMMITTEE?		yes	
		(705) 445-5812	NUMBER OF MEMBERS:			10
REGISTRANTS	FINANCIAL		SERVICE			

	1989			yes		
	June					
	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SERVICE
31	private contractor	Ken Astill	(705) 445-1292	Howard Hanson	(705) 445-5812	
	SERVICE OPERATED BY:	MUNICIPAL CONTACT:		OPERATIONS CONTACT:		FINANCIAL

MONOTAL CONTACT:	Nen Asul		SPACE S
	(705) 445-1292		SERVICE AF
OPERATIONS CONTACT:	Howard Hanson		ADVISORY (
	(705) 445-5812		NUMBER OF
FINANCIAL			SERVICE
OPERATING COSTS AND REVENUES:	EVENUES:		TYPE
	Oper. Cost	Revenue	HOURS OF SEF
Dedicated	\$72,881		Weekdays
Non-Dedicated			Saturday
TOTAL	\$72,881	\$10,109	Sunday
			Holidays
NET OPERATING COST:		\$62,772	\$62,772 CALL-INS:
Provincial Share		\$47,078	\$47,078 METHODS:
Municipal Share		\$15,694	Registration
			,

accessible door

RS OF SERVICE:

\$62,777 \$47,077 \$15,694	
COST:	

no min, no max

Non-Ded.
Dedicated 5,104

ANNUAL ONE-WAY TRIPS:

Donations

yes yes

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

sligibility determined by staff

ELIGIBILITY COMMITTEE?

MEMBERS?

2

×

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

FOTAL:

829

- Ambulatory - Temporary

8 18

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Schedu	Dispatch	FARESIR	Adult	Child	Student
	Non-Ded.				
	edicated	5,104	25		10,057

ARE STRUCTURE	
	Sas
Adult	\$1.0
Child	\$1.0
Student	\$1.0
Senior	\$1.0

Monthly Pass

Tickets/Cards

manually manually

manually manually

Reservations

3.14	\$1.00	\$1.00	\$1.00	\$1.00

COMPARISON WITH CONVENTIONAL TRANSIT:

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

X Yes

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

annually

Subscription Reservation

271

RIP TYPES: Prebooked

Attendants/Companions

Other (not eligible)

TOTAL:

5% OTHER METHODS OF PAYMENT:

Companion

Other

Attendant

longer Same

Conventional Hours Fare Structure

82 234

					EMPLOYEES	
	Wheelchair	Ambulatory	B ANNUAL KILOMETRES:			
VEHICLE TYPES: Num	Number Capacity	Capacity	-	22,200	ij	
S-Wagon/Sedan			Total	28,200	TOTAL TIME	Laur Lune
Modified Vans	4	0	ANNUAL HOURS:		Operators	
Small Buses			Revenue	2,404	Office	-
Pirros Built			Total	2,727	Mainten.	-
Other Commercial Comme					Admin.	2
TOTAL VEHICLES	-		IS NON-DEDICATED SERVICE		Volun.	
			AVAILABLE? no		TOTAL 1	4
Ownership:	municipality					
ċ	operator		NO. OF OPERATORS:		UNIONS:	
					Specialized no	
EI EET DISTRIBLITION:			PAYMENT METHOD:		Conventional	-
q	9-11 11-2 2-4	4-6 6-9 9-12 12+	+ (ie. flat rate, hourly, per km etc.)			
	-				MAXIMUM WAGE RATES:	
Leav Day		. 4.			Specialized	Conventional
Salurday	-		PAYMENT VERIFICATION:		Operators \$10.65	\$10.65
Holidays					Maintenance \$10.80	\$10.80
PERFORMANCE INDICATORS	NDICATORS					
FINANCIAI		SERVICE:			SERVICE UTILIZATION:	
P. D. Baroniol On Cost	13.9%	Registrants/Capita		0.0222	Trips/Hour	4.18
Net Operation Cost/Capita	\$5.15	Revenue Vehicle Hours/Capita	s/Capita	0.1970	Kilometres/Hour	826
Manipipal Not Cost/Capita	\$1.29	Trips/Capita		0.8243	Average Kilometres/Trip	22
Share of Net Cost		Trips by Non-Dedicated Service	d Service		Trips/Registrant	37.11
Provincial	75%				Unaccommodated Trip Requests	
Menicipal	25%	EFFECTIVENESS:			Cancellations	233%
(incl donations)		Cost/Trip - Dedicated	cated	\$7.25	No-Shows	0.82%
			- Non-Dedicated			
EFFICIENCY (Dedicated Service Only):	rice Only):				VEHICLE UTILIZATION (Dedicated Service Only):	Service Chily):
Cost/Hour	230.32	LABOUR PRODUCTIVITY:	ATTY:		Revenue Hours/Vehicle	2,404
Cost/Kilometre	\$3.28	Hours/Operator		2,404	Klometres/Vehicle	22,200
Maintenance Cost/Kilometre						

					The state of the s			
		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	August	1981	
Cornwall		MUNICIPAL CONTACT:	Sherman Goodwin		POPULATION SERVED:			46,700
Handi-Transit			(613) 930-2636		SERVICE AREA (ha):			6,345
		OPERATIONS CONTACT:	Sherman Goodwin		ADVISORY COMMITTEE?	6:	yes	
			(613) 930-2636		NUMBER OF MEMBERS:	.,		
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door		
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use		Dedicated	\$339,708		Weekdays	0615 to 2330		
Other		Non-Dedicated			Saturday	0615 to 2330		
		TOTAL	\$333,708	\$30,480	Sunday			
ELGIBILITY COMMITTEE?	92				Holidays			
MEMBERS?		NET OPERATING COST:		\$309,228	\$309,228 CALL-INS:	min 24 hours, max 24 days	max 24 day	S
medical/health professional		Provincial Share		\$154,614	METHODS:			
		Municipal Share		\$154,614	Registration	manually		
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually		
REGISTRATION CARDS?	yes				Scheduling	manually		
WAITING LIST?	20	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligibie - Wheelchair	8,202		FARE STRUCTURE:			
		- Ambulatory	11,848		O	Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	2,414		Adult	\$1.25 \$12	\$12.50	
Eligible - Wheelchair 440	29%	Other (not eligible)			Child	\$1.25 \$12	\$12.50	
- Ambulatory	71%	TOTAL:	20,050		Student \$		\$12.50	
- Temporary 2	8				Senior		\$12.50	
Attendants/Companions		TRIP TYPES:			Attendant \$		\$12.50	
Other (not eligible)		Subscription		35%	Companion \$	\$1.25	\$12.50	
TOTAL: 1,540		Prebooked		24%	Orther	\$1.25		
		Reservation		45%	OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response			monthly billings			
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:	120	120 COMPARISON WITH CONVENTIONAL TRANSIT:	MENTIONAL TRANS	:: :::	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		1,762	Conventional Hours	same		
VISITORS ELIGIBLE?	yes	NO-SHOWS:		160	Fare Structure	different, \$1.05	5	

ES: Number Sedan Sedan Sedan Ses 2 Luilt 2 Lui	Wheelchair Capacity 5 5 4 4 11-2 2 4 2 2 2 2 1 1 1 1 1 1	Ambulatory Average Capacity 5 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1	ANNUAL KE OMETRES: Revenue Total ANNUAL HOURS: Revenue Total IS NON-DEDICATED SERVICE AVALABLE? NO. OF OPERATORS: PAYMENT METHOD: (ie. fat rate, hourly, per km etc.)	9,209 NUMBER OF EMPLOYEES: Par 117,929 Chicae 5 5 5 9,209 Mainten. Admin. Volun. 5 1 TOTAL 5 1 TOTAL 5 Conventional ATU Local 946 Conventional ATU Local 946	Part Time 4 4 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
ALES 4 municipality municipality municipality municipality municipality	- 11-2 - 1-2	14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Favenue Total ANNUAL HOURS: Ravenue Total IS NON-DEDICATED SERVICE AVALABLE? NO. OF OPERATORS: PAYMENT METHOD: (ie. flat ratie, hourly, per km etc.)	Operators 5 Office Mainten. Admin. Volun. TOTAL Specialized Conventional	Part Time 4 4 4 4 2 2 3 3 2 2 2 2 2 2 2 2 2 2 2 2
2 4 municipalin municipalin	5 2 -	2 4 60	ANUAL HOURS: Revenue Total IS NON-DEDICATED SERVICE AVAILABLE? NO. OF OPERATORS: PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)	Operators 5 Office Mainten. Admin. Volun. TOTAL 5 UNIONS: Specialized Conventional	1946 111
municipality munic	5 2 -	2 4 60	Revenue Total IS NON-DEDICATED SERVICE AVAILABLE? NO. OF OPERATORS: PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)	Office Mainten. Admin. Volun. TOTAL 5 UNIONS: Specialized Conventional	-
municipality munic	2 c -	0 4 8 1	TOTAL IS NON-DEDICATED SERVICE AVAILABLE? NO. OF OPERATORS: PAYMENT METHOD: (ie. fixt rate, hourly, per km etc.)	Mairrien. Admin. Volun. TOTAL 5 UNIONS: Specialized Conventional	
municipalin municipalin	2 0 -	20	I ORBI IS NON-DEDICATED SERVICE AVAILABLE? NO. OF OPERATORS: PAYMENT METHOD: (ie. fizt rate, hourly, per km etc.)	Medinion. Volun. TOTAL Specialized Conventional	
municipalin municipalin	2 - 1 - 2 - 1	69 212		bed onal	
municipalin municipalin	2 - 1	8		Bed oneal	
municipalin municipalin	2 2	6-9		pad interior	al 946
municipalin	2 2 2	69 69		ped ional	al 946
61 c		6-9		ī	
81 c		69			O TO
SI C		 			
		\$11 \$11		MAXIMUM WAGE RATES:	
) v	-			Specialized	Conve
Sunday			PAYMENT VERIFICATION:	Operators \$14.39 Maintenance \$16.04	\$14.39
Holidays					
PERFORMANCE INDICATORS	CATORS				
ENIANCIA!		SERVICE:		SERVICE UTILIZATION:	
	80 6	Registrants/Capita	0	0.0330 Trips/Hour	2.18
Not Operating Cost/Capita	\$6.62	Revenue Vehicle Hours/Capita		0.1972 Kilometres/Hour	1281
Met Operaning Occupants	\$331	Trips/Capita	O	0.4293 Average Kilometres/Trip	28.0
Municipal Ivel Cooping		Trips by Non-Dedicated Service	ed Service	Trips/Registrant	13.02
Starte of Net Cost	50%			Unaccommodated Trip Requests	0.60%
- FTOWINGE	700%	EEFECTIVENESS:		Cancellations	8.79%
- Municipal	2	Cost/Trip - Ded	- Dedicated	\$16.94 No-Shows	0.80%
(ma. doranons)			- Non-Dedicated	Concine (1) take the area of the concentration of t	Conico Only).
EFFICIENCY (Dedicated Service Only):	ily):			VEHICLE UTILEATION (DEGLAMA SOLVICE CITY)	. Cura Cura Cura III
Confident	\$36.89	LABOUR PRODUCTIVITY:			2,302
Cost/Klometre	\$2.88	Hours/Operator		1,316 Kilometres/Vehicle	704.67
Maintenance Cost/Kilometre	\$0.18				

		SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	November	1975	
Jacobs								
Dryden		MUNICIPAL CONTACT:	Bruce Hoffstrom		POPULATION SERVED:			6,257
Handi-Transit			(807) 223-1127		SERVICE AREA (ha):			1,686
		OPERATIONS CONTACT:	Judi Stratton		ADVISORY COMMITTEE?		yes	
			(807) 223-3568		NUMBER OF MEMBERS:			9
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	accessible door		
Unable to Board	×		Oper. Cost	Revenue	Revenue Hours of SERVICE:			
Unable to Use	×	Dedicated	\$47,535		Weekdays	0800 to 1600		
uner		Non-Dedicated			Saturday			
		TOTAL:	\$47,535	\$2,629	Sunday			
ELIGIBILITY COMMITTEE?	9				Holidays			
MEMBERS?		NET OPERATING COST:		\$44,906	8	min 2 hours, max 24 days	k 24 days	
advisory committee		Provincial Share		\$18,400			•	
		Municipal Share		\$25,506	Registration	D/a		
REGISTRATION REQUIRED?	2	Donations		\$280	Reservations	manually		
REGISTRATION CARDS?	90				Scheduling	manually		
WAITING LIST?	9	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	83		FARE STRUCTURE:			
		- Ambulatory	1,392		Cash	th Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	8		Adult \$1.25	S		
Eligible - Wheelchair		Other (not eligible)			Child \$1.25	S		
- Ambulatory		TOTAL:	2,025		Student \$2.00	8		
- Temporary					Senior \$1.25	S		
Attendants/Companions		TRIP TYPES:			Attendant			
Other (not eligible)		Subscription		36%	Companion \$1.25	S		
TOTAL:		Prebooked		27%	Other			
		Reservation		18%	OTHER METHODS OF PAYMENT:	ENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		18%	student fares paid by B. of Educ.	duc		
amnaally		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	VITIONAL TRANSIT		
COMPANIONS ALLOWED IF SPACE?	20	CANCELLED TRIPS:		15	Conventional Hours	bonger		
VISITORS ELIGIBLE?	Ves	NO-SHOWS:		15	Earo Structuro	5		

VEHICLES							EMPLOYEES	
	Wheelchair	i	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Nu	Number Capacity	E	Capacity	Age	Revenue	9,376	iá	
S-Wagon/Sedan					Total	9,406	OEE - IDL	ran lime
Modified Vans					ANNUAL HOURS:		Operators	
Small Buses	-	œ	ທ	ო	Revenue	1,700	Office	
Purpose-Built					Total	1,856	Mainten.	
Other							Admin.	
TOTAL VEHICLES	-				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? no		TOTAL 1	
Ownership:	municipality							
å	poerator				NO. OF OPERATORS:		UNIONS:	
							Specialized	
EI EET DISTBIBLITION:					PAYMENT METHOD:		Conventional IBEW Local 1730	8
8-9			6-9	9-12 12+	(ie. flat rate, hourty, per km etc.)			
	-	-					MAXIMUM WAGE RATES:	
Control of							Specialized	Conventional
Saluras					PAYMENT VERIEICATION:		Operators \$16.00	\$14.71
Sunday							8	
PERFORMANCE INDICATORS	INDICATORS	S						
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	
Brc - On Bayenia/On Cost	5.5%	%	Registrants/Capita	Capita			Trips/Hour	1.19
Net Operating Cost/Capita		18	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.2717	Kilometres/Hour	5.52
Municipal Net Cost/Capita	\$4.08	88	Trips/Capita			0.3236	Average Kilometres/Trip	3. 3.
Share of Net Cost			Trips by Nor	Trips by Non-Dedicated Service	Brvice		Trips/Registrant	
- Provincial	20%	%					Unaccommodated Trip Requests	
- Municipal	50%	%	EFFECTIVENESS:	NESS:			Cancellations	0.74%
(incl. donations)			Cost/Trip	- Dedicated	72	\$23.47	No-Shows	0.74%
				- Non-Dedicated	dicated			:
EFFICIENCY (Dedicated Service Only):	irvice Only):						VEHICLE UTILIZATION (Dedicated Service Only):	MOB Chirty):
CostMour	\$27.96	96	LABOUR P	LABOUR PRODUCTIVITY:	ť		Revenue Hours/Vehicle	1,700
Cost/Kilometre	\$5.07	20	Hours/Operator	ator		1,700	Kilometres/Vehicle	9/2/6
Maintenance Cost/Kilometre	\$0.56	26						
IVACALI INCOME THE PARTY OF THE					æ			

		37					
	SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	November	1981	
	MUNICIPAL CONTACT:	Judith E. Gray		POPULATION SERVED:			2,511
		(519) 369-2200		SERVICE AREA (ha):			458
	OPERATIONS CONTACT:	John Moore		ADVISORY COMMITTEE?		yes	
		(519) 334-3116		NUMBER OF MEMBERS:			က
	FINANCIAL			SERVICE			
	OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	door to door		
×	Dedicated	Oper. Cost	Revenue	Revenue HOURS OF SERVICE:	0800 to 1800		
	Non-Dedicated			Senreday			
	TOTAL:	\$21,750	\$3,580	Sunday	1000 to 1400		
5				Holidays			

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

REGISTRANTS

Disability Transit

Durham

	Weekdays	0800 10 1
	Saturday	
\$3,580	Sunday	1000 to 1
	Holidays	
\$18,170	\$18,170 CALL-INS:	min 24 hc
\$11,315	\$11,315 METHODS:	
\$6,855	Registration	manually
	Reservations	manually
	Scheduling	manually
Non-Ded.	Dispatching	manually

VET OPERATING COST:

Provincial Share Municipal Share

Donations

88 yes 2

REGISTRATION REQUIRED?

advisory committee

MEMBERS?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

ELGIBILITY COMMITTEE?

	×							Monthly Pa					
	min 24 hours, no max		manually	marrually	manually		Tickets/Cards						
	E		Ë	Ë	Ë	manually		Cash	\$200	\$200	\$200	\$2.00	
Holidays	170 CALL-INS:	315 METHODS:	Registration	Reservations	Scheduling	Dispatching	FARE STRUCTURE:		Adult	Child	Student	Senior	Attendant
	8	315	怒			8							

Dedicated 58 527

ANNUAL ONE-WAY TRIPS:

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

TOTAL

49% 51%

> - Ambulatory - Temporary

87 8

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

S

No Carry. Service No Conv. Service

COMPARISON WITH CONVENTIONAL TRANSIT:

JNACCOMMODATED TRIP REQUESTS:

40-SHOWS:

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

every 2 or 3 years

Subscription Reservation

13

IRIP TYPES: Prebooked

Attendants/Companions

Other (not eligible)

TOTAL

Conventional Hours Fare Structure

OTHER METHODS OF PAYMENT:

Companion

Other

Number Capacin Ambietration	NE HOLL			ŀ	EMPLOYEES	
Number Capaciny Alecade Annual House, Income Annual House,	VEHICLES			Appendix on California.		
Number Capacity Age Plevenue Number Operators Part Time Total ANNUAL HOURS: Operators Part Time Part Time Part Time Total ANNUAL HOURS: Operators Part Time Total ANNUAL HOURS: Operators Operat		Wheelchair		ANNUAL KILOME I RES:		
1 2 16 1 108a				Revenue		
1 2 16 1 10al	S-Wagon/Sedan			10121		
1 2 16 1 Total	Modified Vans			ANNUAL HOURS:	Operators	
1 10 10 10 10 10 10 10	Small Buses			Revenue	Office	
AVAILABLE? TOTAL	Purpose-Built	2	16 1	Total	Mainten.	
1	Other				Admin.	
NO. OF OPENATORIS: NO. OF OPENATORIS: NO. OF OPENATORIS: Specialized Conventional and a state Co	VEHICLES			IS NON-DEDICATED SERVICE		T
contracted operator NO. OF OPERATORS: UNIONS: Specialized operator Operator Conventional Conventional 1 11 1 1 1 1 1 AVMENT WENT WENT WENT WENT WENT WENT WENT W						
Operator		ted operator				
11-2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourty, per km etc.) AAXIMUM WAGE RATES: Specialized Conventional Conventional Specialized Conventional Specialized Conventional Conventio		k		NO. OF OPERATORS:	CNIONS	
11-2 12-4 4-6 6-9 9-12 12+ (Pe. ffat rate, hourly, per km etc.) PAYMENT METHOD: PAYMENT WETHOD: PAYMENT VERUFCATION: Specialized Conventional Conventional Specialized Conventional Conventional Specialized Conventional Conventiona					Specialized	
11-2 11-2 2-4 4-6 6-9 9-12 12+ (e. flat rate, hourly, per km etc.) MAXIMUM WAGE RATES: Conventity	FI FET DISTRIBUTION:			PAYMENT METHOD:	Conventional	
1	တု	11-2	6-9 9-12	(ie. flat rate, hourly, per km etc.)		
1	-	-		flat rate per trip		
A T O R S SERVICE: SERVICE Maintenance \$9.00	The same of					entional
SERVICE: 16.5% Registrants/Capita \$7.24 Revenue Vehicle Hours/Capita 1 Trips by Non-Dedicated Service Cost/Trip - Dedicated - Non-Dedicated -	Saturday			DAVACATI VEDICICATION:	\$9.00	
SERVICE: 16.5% Registrants/Capita \$1.5.2.7 Trips/Hour Kilometres/Hour Capita \$2.73 Trips by Non-Dedicated Service Dedicated Service Carcellations \$19.32 No-Shows - Non-Dedicated Service Non-Dedicated Service Carcellations \$19.32 No-Shows - Non-Dedicated Service Only): LABOUR PRODUCTIVITY: Revenue Hours/Operator Nilometres/Vehicle Non-Non-Dedicated Service Only): Revenue Hours/Operator Nilometres/Vehicle Non-Non-Non-Non-Non-Non-Non-Non-Non-Non-	Sunday	-		PATMENI VENITALION.		
SERVICE UTILIZATION: 16.5% Registrants/Capita	Holidays				Maintenance	
SERVICE: SERVICE: SERVICE UTILIZATION: 16.5% Registrans.Capita 0.0677 Trips.Hour \$7.24 Revenue Vehicle Hours.Capita 0.4484 Average Kilometres.Hour \$2.73 Trips. Dv Non-Dedicated Service 0.4484 Average Kilometres.Frip \$2.73 Trips by Non-Dedicated Service Unaccommodated Trip Requests \$2.74 EFFECTIVENESS: Carcellations \$8% EFFECTIVENESS: Carcellations Cost/Trip - Dedicated \$19.32 No-Shows - Non-Dedicated \$19.32 NeHICLE UTILIZATION (Dedicated Service Only): Hours.Operator Kilometres.Vehicle Kilometres.Vehicle Kilometres.Vehicle	PERFORMANCE IN					
16.5% Registrants/Capita	FINANCIAI:		SERVICE:		SERVICE UTILIZATION:	
\$7.24 Revenue Vehicle Hours/Capita 6.4484 Average Kilometres/Hour 1.1 ps.Capita 1.1 ps	De Banana On Car	16.5%	Registrants/Capita	0.067		
1	Not Opposition Cost Capita	\$7.24	Revenue Vehicle Hours/	Ejak	Kilometres/Hour	
Trips by Non-Dedicated Service Trips by Non-Dedicated Service Carcellations 1	Municipal Not Conf. Capita	\$2.03	Trips/Capita		_	
62% EFFECTIVENESS: 38% EFFECTIVENESS: Cost/Trip - Dedicated idicated Service Only): LABOUR PRODUCTIVITY: Hours/Operator	Mulicipal Ivel Cooping		Trine by Non-Dedicated	Service	Trips/Registrant	6.62
38% EFFECTIVENESS: 38% Cast/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	State of the Wal	7069			Unaccommodated Trip Requests	
Cost/Trip - Dedicated - Non-Dedicated - LABOUR PRODUCTIVITY: Hours/Operator	- Provincial	/000	EEEECTIVENESS.		Cancellations	
LABOUR PRODUCTIVITY: Hours/Operator	- Municipal	90%			_	
LABOUR PRODUCTIVITY: Hours/Operator	(incl. donations)			zited		
LABOUR PRODUCTIVITY: Hours/Operator	Spinos Position Volume	Onhy).			VEHICLE UTILIZATION (Dedicated Service Only)	jy):
Hours/Operator	ETFICIENCY (Deutcared Service	-/6	I AROUR PROPINCTIVIT	>	Revenue Hours/Vehicle	
Trons of became	COSUMBUL		Liberton Contractor		Kilometres/Vehicle	
	Cost/Kilometre		nons/Operana			
	Maintenance Cost/Kilometre					

		~					
	SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	April	1990	
Dysart	MUNICIPAL CONTACT:	Donna McCallum		POPULATION SERVED:			
Special Transit Service		(705) 457-1740		SERVICE AREA (ha):			
	OPERATIONS CONTACT:	Jim Tice		ADVISORY COMMITTEE?		88	
		(705) 457-2571		NUMBER OF MEMBERS:			
REGISTRANTS	FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door		
Unable to Board		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			

		(705) 457-2571		NUMBER OF MEMBERS:		-
	FINANCIAL			SERVICE		
	OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	door to door	
		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
>	Dodinatod	STO BY		Wookelane	1000 to 1430	

œ

door to door	ĊĖ	1000 to 1430		0900 to 1200		min 24 hours, max 5 days		manually	manually	manually	manually
TYPE	Revenue HOURS OF SERVICE:	Weekdays	Saturday	Sunday	Holidays	\$6,162 CALL-INS:	METHODS:	Registration	Reservations	Scheduling	Dispatching
	Revenue			\$4,441		\$6,162					Non-Ded.
NUES:	Oper. Cost	\$10,603		\$10,603							Dedicated
OPERATING COSTS AND REVENUES:		Dedicated	Non-Dedicated	TOTAL:		NET OPERATING COST:	Provincial Share	Municipal Share	Donations		ANNUAL ONE-WAY TRIPS:

ø 88

ELIGIBILITY COMMITTEE?

MEMBERS?

Unable to Use

Other

88 88

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

Monthly Pass

Tickets/Cards

Cash

FARE STRUCTURE:

Child

Attendants/Companions - Ambulatory Eligible - Wheelchair

NUMBER OF REGISTRANTS:

Other (not eligible)
TOTAL:

\$1.50 \$1.50 No Conv. Service No Conv. Service

Conventional Hours

Fare Structure

COMPARISON WITH CONVENTIONAL TRANSIT:

INACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:

88 88

VISITORS ELIGIBLE?

40-SHOWS:

Demand-Response

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

Reservation

Prebooked

9/

Attendants/Companions

Other (not eligible)

- Ambulatory Eligible - Wheelchair

- Temporary

Subscription TRIP TYPES:

OTHER METHODS OF PAYMENT:

Companion Attendant Student Senior

Other

EMPLOYEES		ķ	Full Time	Operators	Office	Mainten.	Admin.	Volun.	TOTAL		UNIONS:	Specialized	Conventional			Specialized	Operations	Maintenance		SERVICE UTILIZATION:	Trips/Hour	Klometres/Hour	Average Kilometres/Trip	Trips/Registrant	Unaccommodated Trip Requests	Cancellations	No-Shows		VEHICLE UTILIZATION (Dedicated Service Only):	Revenue Hours/Vehicle	Kilometres/Vehicle	
	ANNUAL KILOMETRES:	Revenue	Total	ANNUAL HOURS:	Revenue	Total		IS NON-DEDICATED SERVICE	AVAILABLE? no		NO. OF OPERATORS:		PAYMENT METHOD:	(ie. flat rate, hourly, per km etc.)			PAYMENT VERIFICATION:					pita		rvice				cated				
	Ambulatory Average	Capacity Age		6										4-6 6-9 9-12 12+						SERVICE:	Registrants/Capita	Revenue Vehicle Hours/Capita	Trips/Capita	Trips by Non-Dedicated Service		EFFECTIVENESS:	Cost/Trip - Dedicated	- Non-Dedicated		LABOUR PRODUCTIVITY:	Hours/Operator	
	Wheelchair			1 6				-		municipality	municipality			9-11 11-2 2-4	-				IDICATORS		41.9%								e Only):			
VEHICLES		VEHICLE TYPES: Number	S-Wagon/Sedan	Modified Vans	Small Buses	Purpose-Built	Other	TOTAL VEHICLES		Ownership: munici	Maintenance: munici		FLEET DISTRIBUTION:	-6 6-9		Saturday	Sunday	Holidays	PERFORMANCE INDIC	FINANCIAL:	R.C = Op.Revenue/Op.Cost	Net Operating Cost/Capita	Municipal Net Cost/Capita	Share of Net Cost	- Provincial	- Municipal	(incl. donations)		EFFICIENCY (Dedicated Service Only):	Cost/Hour	Cost/Kilometre	Maintenance Cost/Kilometre

			41					
		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN	March	15	1988
Elliot Lake		MUNICIPAL CONTACT:	Mike Perkins		POPULATION SERVED:			12,000
Handilift Bus			(705) 461-7203		SERVICE AREA (ha):			1,200
		OPERATIONS CONTACT:	Heather St-Denis		ADVISORY COMMITTEE?	Ë	yes	v
			(705) 848-2019		NUMBER OF MEMBERS:	ió		8
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door	door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$59,078		Weekdays	0815 to 1600	1600	
Other		Non-Dedicated			Saturday	0100 to 1600	1600	
		TOTAL:	\$59,078	\$5,844	Sunday			
ELIGIBILITY COMMITTEE?	8				Holidays			
MEMBERS?		NET OPERATING COST:		\$53,234	CALL-INS:	min 24	min 24 hours, maximum 7 days	um 7 days
eligibility determined by staff		Provincial Share		\$32,890	METHODS:			
		Municipal Share		\$20,344	Registration	manually	À	
REGISTRATION REQUIRED?	yes	Dorrations			Reservations	manually	<u></u>	
REGISTRATION CARDS?	9				Scheduling	manually	lly (
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	Á	
WAITING ON LIST?		Eligible - Wheelchair	1,942		FARE STRUCTURE:			
		- Ambulatory	3,648		01	Cash Tic	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	2,364		Adult	\$1.10		
Eligible - Wheelchair	20 17%	Other (not eligible)			Child	\$1.10		
- Ambulatory	93 78%	TOTAL	5,590		Student	\$1.10		
- Temporary	7 6%				Senior	\$1.10		
Attendants/Companions		TRIP TYPES:			Attendant	\$1.10		
Other (not eligible)		Subscription		19%	Companion	\$1.10		
TOTAL	120	Prebooked		65%	Other	\$1.10		
		Reservation		10%	OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?	20	Demand-Response		5%				
annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	VENTIONAL	TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	longer		
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure	сато		

Number Capaciny Appa Paverue 11,000 Number Part	0 10 10 11 12				EMPLOYEES	EES	
Number Capacity	VEHICLES	Wheelchair	Ave	ANNUAL KILOMETRES:	and order	SAPA CACES:	
1				Revenue	200 NUMBER OF S		art Time
1	S-Wagon/Sedan						2 ,
1	Small Buses			emu			
TOTAL	Purpose-Built 1	4	12				-
Maintenance	TOTAL VEHICLES 1			IS NON-DEDICATED SERVICE AVAILABLE? no	Volun. TOTAL		so.
11-2 2-4 4-6 6-9 9-12 12+ (ie. ifat rate, hourly, per km etc.) PAYMENT METHOD: Correctional no	ò	sality sality		NO. OF OPERATORS:	UNIONS:	2	
11-2 2-4 4-6 6-9 9-12 12+ (ie. flat ratie, hourly, per km etc.) MAXIMLM WAGE RATES: Specialized				PAYMENT METHOD:	Conventional		
SERVICE: Registrants/Capita Trips/Capita Trips by Non-Dedicated Service Trips by Non-Dedicated Cocyl Trip - Dedicated Trips by Non-Dedicated Trips by Non-Dedica	ଦ)	11-2	6-9		MAXIMUM W	AGE RATES:	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator - LABOUR PRODUCTIVITY: - Hours/Operator - 2,108	Seak Day 1 Seaurday 1 Sunday 1 1	pr pr		PAYMENT VERIFICATION:	Operators Maintenance	Specialized \$11.35 \$17.24	\$11.50 \$15.00
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator - Hours/Operator - 2,108	PERFORMANCE IN	DICATORS					
\$4.44 Registrants/Capita 0.0100 \$4.44 Revenue Vehicle Hours/Capita 0.1757 \$1.70 Trips/Capita 0.1757 Trips by Non-Dedicated Service 62% Trips by Non-Dedicated Service 62% Sex. EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated 510.57 Ann-Dedicated 528.33 LABOUR PRODUCTIVITY: 2,108 \$5.37 Hours/Operator 2,108	FENANCIAL		SERVICE:			rilization:	i d
\$1.70 Trips.Capita \$1.70 Trips by Non-Dedicated Service 62% 62% 62% 62% 62% 62% 62% 710.57 Cosyfrip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated 528.03 LABOUR PRODUCTIVITY: \$5.37 Hours/Operator 50.89	R/C = Op.Revenue/Op.Cost	9.9%	Registrants/Capita Revenue Vehicle Hour			our	22.5
62% 38% EFFECTIVENESS: Cost/Trip - Dedicated dicated Service Only): \$28.03	Municipal Net Cost/Capita	\$1.70	Trips/Capita			metres/Trip ant	46.58
\$38% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - N	Share of Net Cost	/96-2	manage was for orbit		Опассоппо	dated Trip Requests	
\$28.03 LABOUR PRODUCTIVITY: 2,108	- Provincial	% %8°	EFFECTIVENESS:		Cancellation	5	
\$28.03 LABOUR PRODUCTIVITY: 2,108 \$5.37 Hours/Operator \$0.89	(ind. donations)						
\$28.03 LABOUR PRODUCTIVITY: 2,108 \$5.37 Hours/Operator 2,108			uou -	Dedicated	VEHICLEUT	TILIZATION (Dedicated S	Service Only):
\$5.37 Hours/Operator 2,108	EFFICIENCY (Dedicated Service		I ABOUR PRODUCTI	VITY:	Revenue Ho	urs/Vehicle	2,108
	Cost/Kilometre	\$5.37	Hours/Operator			fehicle	11,000
	Maintenance Coct/Kilomette	\$0.89					

		Fare Structure			NO-SHOWS:	VISITORS ELIGIBLE?
		Conventional Hours			CANCELLED TRIPS:	COMPANIONS ALLOWED IF SPACE?
	NAL TRANSIT:	COMPARISON WITH CONVENTIONAL TRANSIT:		REQUESTS:	UNACCOMMODATED TRIP REQUESTS:	
					Demand-Response	HOW OFTEN IS REG. LIST SCREENED?
		OTHER METHODS OF PAYMENT:			Reservation	
		Other			Prebooked	TOTAL
		Companion			Subscription	Other (not eligible)
		Attendant			TRIP TYPES:	Attendants/Companions
		Senior				- Temporary
		Student			TOTAL	- Ambulatory
		Child			Other (not eligible)	Eligible - Wheelchair
		Adult			Attendants/Companions	NUMBER OF REGISTRANTS:
Monthly Pass	Tickets/Cards	Cash		-	- Ambulatory	
;	,	FARE STRUCTURE:			Eligible - Wheelchair	WAITING ON LIST?
		Dispatching	Non-Ded.	Dedicated	ANNUAL ONE-WAY TRIPS:	WAITING LIST?
		Scheduling				REGISTRATION CARDS?
		Reservations			Donations	REGISTRATION REQUIRED?
		Registration			Municipal Share	
		METHODS:			Provincial Share	
		CALL-INS:			NET OPERATING COST:	MEMBERS?
		Holidays				ELIGIBILITY COMMITTEE?
		Sunday			TOTAL:	
		Saturday			Non-Dedicated	Other
		Weekdays			Dedicated	Unable to Use
		Revenue HOURS OF SERVICE:	Revenue	Oper. Cost		Unable to Board
		TYPE		EVENUES:	OPERATING COSTS AND REVENUES:	LOCAL ELIGBILITY CRITERION:
		SERVICE			FINANCIAL	REGISTRANTS
		NUMBER OF MEMBERS:				
		ADVISORY COMMITTEE?			OPERATIONS CONTACT:	No data received
		SERVICE AREA (ha):				
		POPULATION SERVED:			MUNICIPAL CONTACT:	Espanola
		SERVICE STARTED IN:			SERVICE OPERATED BY:	
				43		

VEHICLES	ich-locdW	Ambulatory	Average	ANNUAL KILOMETRES:	EMPLOYEES	
VEHICLE TYPES: Number S-Wagon/Sedan		Capacity	Age	Revenue Total ANNI LAI HOLES:	NUMBER OF EMPLOYEES: Full Time Operators	Part Time
Modified Vans Small Buses Purpose-Built				Revenue Total	Office Mainten.	
Other TOTAL VEHICLES				IS NON-DEDICATED SERVICE AVAILABLE?	Admin. Volun. TOTAL	
Ownership: Maintenance:				NO. OF OPERATORS:	UNIONS: Specialized	
FLEET DISTRIBUTION: 6-9 Peak Day	9-11 11-2 2-4	99	9-12 12+	PAYMENT METHOD: (ie. Tat rate, hourly, per km etc.)	al AGE RATI	
Saturday				PAYMENT VERIFICATION:	Operators Maintenance	Bronne
PERFORMANCE INDIC	NDICATORS					
FINANCIAL:		SERVICE			SERVICE UTILIZATION:	
RC = Op.Revenue/Op.Cost Net Operating Cost/Capita Municipal Net Cost/Capita Share of Net Cost		Registrants/Capita Revenue Vehicle H Trips/Capita Trips by Non-Dedic	Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service	apita svice	Trips/Hour Kilometres/Hour Average Kilometres/Trip Trips/Registrant	
- Provincial - Municipal (inc. donations)		EFFECTIVENESS: Cost/Trip - DA	NESS: - Dedicated	P	Unaccommodated into requests Cancellations No-Shows	
EFFICIENCY (Dedicated Service Only): Cost/Mour Cost/Milometre	се Опіу):	LABOUR PROF Hours/Operator	LABOUR PRODUCTIVITY: Hours/Operator	ir area and a second	VEHICLE UTILIZATION (Dedicated Service Only): Revenue Hours/Vehicle Kilometres/Vehicle	Service Only):
Maintenance Cost/Kilometre						

			2					
		SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	November	1992	
Flesherton		MUNICIPAL CONTACT:			POPULATION SERVED:			15,90
Ride On Transportation Services	ervic	S			SERVICE AREA (ha):			151,31
		OPERATIONS CONTACT:	M. Kirkpatrick		ADVISORY COMMITTEE?		yes	
			(519) 924-3339		NUMBER OF MEMBERS:			
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	door to door		
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use		Dedicated			Weekdays	0730 to 1800		
Other		Non-Dedicated			Saturday	0900 to 1700		
ELIGIBILITY COMMITTEE?	888	TOTAL			Sunday			
MEMBERS?	ເດ	NET OPERATING COST:			CALL-INS:	min 1 hour, no max	ă	
		Provincial Share			METHODS:			
		Municipal Share			Registration	computer assisted	B	
REGISTRATION REQUIRED?	yes	Donations			Reservations	computer assisted	72	
REGISTRATION CARDS?	yes				Scheduling	computer assisted	70	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	72	
WAITING ON LIST?		Eligible - Wheelchair			FARE STRUCTURE:			
		- Ambulatory			Cash	Tickets/Cards		Monthly Pas
NUMBER OF REGISTRANTS:		Aftendants/Companions			Adult			
	2%	Other (not eligible)			Child			
- Ambulatory 36	95%	TOTAL:			Student			
- Temporary	3%				Senior			
Aftendants/Companions		TRIP TYPES:			Attendant			
Other (not eligible)		Subscription			Companion			
TOTAL: 39		Prebooked			Other			
		Reservation			OTHER METHODS OF PAYMENT:	NT.		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response			invoicing			
ויים		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT		
WED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	No Conv. Service	4)	
VISITORS ELIGIBLE?	2	NO-SHOWS:			Fare Structure	No Conv. Service	0	

8

336 310 ro

Number Capacity	VEHICLES					ш	EMPLOYEES	
Number Capacity Age Perenue 6,114 NUMBER OF BIRLOVEES: 1,136 Perenue 6,114 NUMBER OF BIRLOVEES: 1,136 Perul Peul Time Peul Time Peul Time Peul Time Peul Time Peul T		Vheelchair	Ambulatory	Average				
1	Number	Capacity	Capacity	Age		6,114	NUMBER OF EMPLOYEES:	
1	គ			7		9,251	Full Time	Part Time
1988 Mainten	Modified Vans 1			new	ANNUAL HOURS:		Operators	
1,336 Mainten.	Small Buses					1,336	Office	
A minitarian	Purose-Built					1,336	Mainten.	
AVALABLE? Yes Yolun.				2			Admin.	
NO. OF OPERATORS: 1 UNIONS: Specialized PAYMENT METHOD: Specialized Conventional Conve	VEHICLES				IS NON-DEDICATED SERVICE		Volun.	
NO. OF OPERATORS: 11-2 2-4 4-6 6-9 9-12 12 12 12 4-6 6-9 9-12 12 12 12 12 12 12 12							TOTAL	
NO. OF OPERATORS: NO. OF OPERATORS: NO. OF OPERATORS: 11-2 2-4 4-6 6-9 9-12 12- (fe. flat rate, hourly, per km etc.) 1		2						
11-2 2-4 4-6 5-9 9-12 12+ (e. flat rate, hourly, per km etc.) MAXIMUM WAGE RATES: 1		Z			NO. OF OPERATORS:	-	JNIONS: Specialized	
3	EI FET DISTRIBUTION:				PAYMENT METHOD:		Conventional	
1 1 1 1 1 PAYMENT VERIFICATION: Specialized Specialized	9-11				(ie. flat rate, hourly, per km etc.)			
1	60				per kilometre	_	MAXIMUM WAGE RATES:	
A T O R S SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated	Saturday	-	۴-	y- -		-	Specialized	Conventiona
A T O R S SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	Ambus	-	r-		PAYMENT VERIFICATION:		Operators	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated	Holidays 1 1	-	1 1	-			Maintenance	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated Hours/Operator	PERFORMANCE INDICA	TORS						
Registrants/Capita 0.0024 Revenue Vehicle Hours/Capita 0.7113 Trips/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated Hours/Operator	FINANCIAL:		SERVICE:				SERVICE UTILIZATION:	
Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated Hours/Operator	R.C = Op.Revenue/Op.Cost		Registrant	Capita		0.0024	Trips/Hour	
Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated Hours/Operator	Net Operating Cost/Capita		Revenue V	ehicle Hours/Ca		0.7113	Kilometres/Hour	0.54
Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated vice Only): LABOUR PRODUCTIVITY: Hours/Operator	Municipal Net Cost/Capita		Trips/Capit	ed			Average Kilometres/Trip	
EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated vice Only): LABOUR PRODUCTIVITY: Hours/Operator	Share of Net Cost		Trips by N	n-Dedicated Se	rvice		Trips/Registrant	
EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated vice Only): LABOUR PRODUCTIVITY: Hours/Operator	- Provincial						Unaccommodated Trip Requests	
Cost/Trip - Dedicated - Non-Dedicated vice Only): LABOUR PRODUCTIVITY: Hours/Operator	- Municipal		EFFECTIV	ENESS:			Cancellations	
- Non-Dedicated vice Only): LABOUR PRODUCTIVITY: Hours/Operator	(incl. donations)		Cost/Trip	- Dedicate	10		No-Shows	
vice Only): LABOUR PRODUCTIVITY: Hours/Operator				- Non-Ded	icated			
LABOUR PRODUCTIVITY: Hours/Operator	EFFICIENCY (Dedicated Service Only):						VEHICLE UTILIZATION (Dedicated	Service Only):
Hours/Operator	Cost/Hour		LABOUR	RODUCTIVITY			Revenue Hours/Vehicle	2,834
Maintenance OverKilometre	Cost/Kilometre		Hours/Ope	rator			Klometres/Vehicle	1,529
Walliam Sc Cool Mail Car	Maintenance Cost/Kilometre							

		THE COLUMN TO THE PARTY OF THE	100		THE RESIDENCE OF THE PARTY OF T		1000
		SERVICE OPERATED BY:	muncipality		SERVICE STARTED IN:	December	1986
Fort Frances		MUNICIPAL CONTACT:	R.B. Spottiswood		POPULATION SERVED:		10,069
Fort Frances Transit			(807) 274-9893		SERVICE AREA (ha):		2,652
		OPERATIONS CONTACT:	Phil Canning		ADVISORY COMMITTEE?		yes
			(807) 274-9858		NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	door to door	
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$63,249		Weekdays	0845 to 1645	
Other		Non-Dedicated			Saturday	1300 to 1600	
		TOTAL:	\$63,249	\$4,214	Sunday		
ELIGIBILITY COMMITTEE?	8				Holidays		
MEMBERS?		NET OPERATING COST:		\$59,034	CALL-INS:	min 24 hours, max 7 days	x 7 days
medical/health professional		Provincial Share		\$22,278	METHODS:		
		Municipal Share		\$36,756	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations		\$6,439	Reservations	manually	
REGISTRATION CARDS?	OL OL				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair			FARE STRUCTURE:		
		- Ambulatory			ଥା	Cash Trckets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult \$1	\$1.25	
Eligible - Wheelchair	20 20%	Other (not eligible)			Child	\$1.25	
- Ambulatory	20 20%	TOTAL:	3,546		Student \$1	\$1.25	
- Temporary	30 30%				Senior \$1	\$1.25	
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription			Companion		
TOTAL:	100	Prebooked			Other		
		Reservation			OTHER METHODS OF PAYMENT:	IENT:	
HOW OFTEN IS REG. LIST SCREENED?	25	Demand-Response					
annually		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT	
COMPANIONS ALLOWED IF SPACE?	5	CANCELLED TRIPS:		203	Conventional Hours	longer	
VISITORS ELIGIBLE?	2	NO-SHOWS:		19	Fare Structure	different, \$1.00	

V						-	EMF LOILLO		
		Wheelchair	Ambulationy	Average	ANNUAL KILOMETRES:	00 00	SO 400 NI BADED OF EMPLOYEES.	OVEES	
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	20,420	THE TOTAL STATE OF THE PARTY OF		Part Time
S-Wagon/Sedan	٠	0	4	2	ANNUAL HOURS:		Operators	***	4
Modified Vans	-	J		1	Revenue	1,859	Office		T - (
Primoso Brill					Total	1,899	Mainten.		N
othor Company							Admin.	•	
TOTAL VEHICLES	-				ICATED SERV		Volun.	2	7
					AVAILABLE			1	
Ownership:	municipality				NO. OF OPERATORS:		UNIONS:		
Maintenance:	municipaniy						Specialized	CUPE local 65	
- NOTH IGITATION -					PAYMENT METHOD:		Conventional	CUPE local 65	
rieer usingonion.	9-11	11-2 2-4	4-6 6-9 9-12	12 12+	(ie. flat rate, hourly, per km etc.)		MAYMUN WAGE BATES	BATES:	
Peak Day	-							Specialized	Conventional
Saturday		₩.			BANAGAT VERIFICATION:		Operators	\$1241	\$16.15
Sunday							Maintenance	\$18.29	\$18.29
PERFORMANCE INDIC	CE INDIO	ATORS							
ENANCIAI -			SERVICE:				SERVICE UTILIZATION:	ZATION:	Š
R/C = Op.Revenue/Op.Cost	Cost	6.7%	Registrants/Capita	apita		0.0039	Trips/Hour		10.98
Net Operating Cost/Capita	sita	\$5.86	Revenue Vehicle Hours/Capita	ide Hours/C	apita	0.1040	Augmen Kilomotroe (Trin	moc/Trip	5.76
Municipal Net Cost/Capita	itzi E	\$3.65	Trips/Capita			0.352	Trinc Posietrant	diagon	35.46
Share of Net Cost			Trips by Non-Dedicated Service	Dedicated S	BIVICE		1 Inscrommodati	Improved Trip Requests	
- Provincial		20%					Consolitations		5.72%
- Municipal		20%	EFFECTIVENESS:	ESS:			Cal Collegian		0.54%
(incl. donations)			Cost/Trip	- Dedicated	20	\$17.84	No-Shows		
				- Non-Dedicated	dicated		VEHICLETER	WEHICLE ITTI IZATION (Dedicated Service Only):	rice Only):
EFFICIENCY (Dedicated Service Only):	ad Service Only						Donor to Hours Nahida	Wehicle	1,859
Cost/Hour		\$34.02	LABOUR PRODUCTIVITY:	DDUCTIVIT		600	Month of Mahirle	9	20,420
Cost/Kilometre		\$3.10	Hours/Operator	ğ		מקס	WINDLING TO THE PARTY OF THE PA		
Maintenance Cost/Kilometre	шете	\$0.66							

		SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	Dесеmbеr 	1385	
Gananoque		MUNICIPAL CONTACT:	Corrine Wendt		POPULATION SERVED:			4,388
Wheels of Care			(613) 382-2149		SERVICE AREA (ha):			805
		OPERATIONS CONTACT:	Ed Lanigan		ADVISORY COMMITTEE?		yes	
			(613) 382-3735		NUMBER OF MEMBERS:			14
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door		
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$6,308		Weekdays	0800 to 1900		
Other		Non-Dedicated			Saturday	0800 to 1900		
		TOTAL	\$6,308	\$4,766	Sunday	0800 to 1900		
ELIGIBILITY COMMITTEE?	2				Holidays	0800 to 1900		
MEMBERS?		NET OPERATING COST:		\$1,542	CALL-INS:	no min, no max		
eligibility determined by staff		Provincial Share		\$1,597	METHODS:			
		Municipal Share			Registration	manually		
REGISTRATION REQUIRED?	2	Dorrations		\$45,906	Reservations	manually		
REGISTRATION CARDS?	2				Scheduling	manually		
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	969		FARE STRUCTURE:			
		- Ambulatory	380		Cash	sh Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Amendants/Companions	674		Adult \$.20/k			
Eligible - Wheelchair	73 65%	Other (not aligible)			Child \$.20K			
- Ambulatory	25 22%	TOTAL	956		Student \$.20/k			
- Temporary	14 13%	.0			Senior \$.20/k			
Attendants/Companions		TRIP TYPES:			Attendant			
Other (not eligible)		Subscription			Companion			
TOTAL	112	Prebooked			Other			
		Reservation		85%	OTHER METHODS OF PAYMENT:	ENT:		
HOW OFTEN IS REG. LIST SCREENED?	35	Demand-Response		2%				
armually		UNACCOMMODATED TRIP REQUESTS:	ÆQUESTS:	12	12 COMPARISON WITH CONVENTIONAL TRANSIT:	NTIONAL TRANSIT:		
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		9	Conventional Hours	No Conv. Service		
VISITORS FI IGIBLE?	VBS	NO-SHOWS:		4	Fare Structure	No Conv. Service		

Mineacinair Aminication American Aminication Aminican Total Total Aminican Aminican Total Aminican Total Aminican	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1					EMPLOYEES	
Number Capacity Capacity Age Revenue 21,738 Number 1 2 6 7 ANNUAL HOURS: 21,967 1 1 1 1 1 1 1 1 1	VEHICLES	Wheelchair					
1		Capacity			21,738	NUMBER OF EMPLOYEES: Full Time	Part Time
1	S-Wagon/Sedan	0	9				
Total 1	Modified Valis	ı			4,340	Office	
1	Office Build			Total	4,368	Mainten.	
1	Other					Admin.	
AVALABLE? No. OF OPERATORS: U operator 1	TOTAL VEHICLES			IS NON-DEDICATED SERVICE			3
No. OF OPERATORS: University or partial coperator							ო
No. Of OPERATORS: Un		rganiz					
PayMent Method:				NO. OF OPERATORS:	Address of the Control of the Contro	UNIONS:	
PayMent MeTHOD: PayMent MeTHOD:							
## 1 1-2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourly, per km etc.) 1	FI FET DISTRIBUTION:			PAYMENT METHOD:			
ATORS SERVICE: \$0.31	9 9-11		6-9 9-12				
A T O R S SERVICE: \$0.0225 \$0.31 Trips/Capita Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-			-			MAXIMUM WAGE RATES:	
A T O R S A T O R S SERVICE: \$0.31 Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Ded	Catinday	4	1 1			Specialized	Conventional
## A T O R S ## A T O R S ## SERVICE: ## A T O R S ## SERVICE: ## A SERVICE: ## A SERVICE: ## A T O R S ##	Simple		-	PAYMENT VERIFICATION:		Operators	
## SERVICE: 75.5%	Holidays 1	1	1 1 1			Maintenance	
SERVICE: SERVICE:	PERFORMANCE INDI						
\$0.31 Registrants/Capita	FINANCIAL -		SERVICE:			SERVICE UTILIZATION:	
\$0.31 Revenue Vehicle Hours/Capita 0.8701 Trips.Capita Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedic	P.C On Bayanii a On Cost	75.5%	Registrants/Capita		0.0225	Trips/Hour	0220
## Trips/Capita Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated *6.60 \$6.60 \$1.45 LABOUR PRODUCTIVITY: \$0.29 Hours/Operator 1,447	Not Operating Cost/Capita	\$0.31	Revenue Vehicle Ho	urs/Capita	0.8701	Kilometres/Hour	5.01
50% EFFECTIVENESS: 50% EFFECTIVENESS: CostTrip - Dedicated - Non-Dedicated - Non-Dedicated Service Only): \$1.45 LABOUR PRODUCTIVITY: \$0.29 Hours/Operator	Minimal Not Cost/Capita		Trips/Capita		0.1917	Average Kilometres/Trip	22.74
50% EFFECTIVENESS: 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated -	Share of Net Cost		Trips by Non-Dedica	ted Service		Trips/Registrant	8.54
\$6.60 \$6.60 \$6.60 - Non-Dedicated - Non-Dedicated vice Only): \$1.45 LABOUR PRODUCTIVITY: \$0.29 Hours/Operator 1,447 1,447	- Provincial	20%				Unaccommodated Trip Requests	126%
**Conty): \$1.45 LABOUR PRODUCTIVITY: \$0.29 Hours/Operator 1,447	Manicipal	20%	EFFECTIVENESS:			Cancellations	0.63%
- Non-Dedicated vice Only): \$1.45 LABOUR PRODUCTIVITY: \$0.29 Hours/Operator	(incl donations)			dicated	\$6.60	No-Shows	0.42%
vice Only): \$1.45 LABOUR PRODUCTIVITY: \$0.29 Hours/Operator 1,447			- N	n-Dedicated			
\$1.45 LABOUR PRODUCTIVITY: \$0.29 Hours/Operator	FEFICIENCY (Dedicated Service Only	٧):				VEHICLE UTILIZATION (Dedicated	Service Only):
\$0.29 Hours/Operator 1,447	Costiffour		LABOUR PRODUC	IIVITY:		Revenue Hours/Vehicle	4,340
	Cost/Kiometre	\$0.29	Hours/Operator		1,447	Kilometres/Vehicle	21,738
	Maintenance Cost/Kilometre	\$0.10					

	AND DESCRIPTION OF THE PERSON						
		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	October 19	1990
Georgina		MUNICIPAL CONTACT:	Stan Armstrong		POPULATION SERVED:		30,000
Mobility Transit System			(416) 476-4301		SERVICE AREA (ha):		28,853
		OPERATIONS CONTACT:	Murray Walker		ADVISORY COMMITTEE?		yes
			(416) 476-4396		NUMBER OF MEMBERS:		7
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	VENUES:		TYPE:	ट्यांके कि ट्यांके	
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$84,059		Weekdays	0900 to 1700	
Other		Non-Dedicated			Saturday		
		TOTAL:	\$84,059	\$4,899	Sunday		
ELIGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	8	NET OPERATING COST:		\$79,160	\$79,160 CALL-INS:	min 24 hours, no max	×
		Provincial Share		\$39,580	METHODS:		
		Municipal Share		\$39,580	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	manually	
WAITING LIST?	yes	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?	9	Eligible - Wheelchair	552		FARE STRUCTURE:		
		- Ambulatory	2,095		3	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	43		Adult	\$1.50	
Eligible - Wheelchair	81 35%	Other (not eligible)			Chiid \$1	\$1.50	
- Ambulatory	151 65%	TOTAL	2,647		Student		
- Temporary					Senior		
Attendants/Companions		TRIP TYPES:			Attendant \$1	\$1.50	
Other (not eligible)		Subscription		12%	Companion		
	232	Prebooked		2%	Other		
		Reservation		85%	OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		2%			
annually		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:	52	51 COMPARISON WITH CONVENTIONAL TRANSIT:	INTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?		CANCELLED TRIPS:		253	Conventional Hours	No Conv. Service	
VISITORS ELIGIBLE?	yes	NO-SHOWS:		18	Fare Structure	No Conv. Service	

39 1011112				EMPLOYEES
VEHICLES	Whoolehoir	Ambulation	ANNUAL KILOMETRES:	
VEHICLE TYPES: Number	Capacity		Revenue	NUMBER OF E
Fi			Total 46,035	Turn Initial
Modified Vans	1		ANNUAL HOURS:	Office
Small Buses 1	w	4	Tem	
Purpose-Built				
			IS NON-DEDICATED SERVICE	Volun.
TOTAL VEHICLES			AVALABLE? NO	TOTAL 1 3
	operator		NO OF OPFRATORS:	UNIONS:
Maintenance: operation				Specialized
FI FET DISTRIBUTION:			PAYMENT METHOD:	Conventional no
6-9 9-11	11-2 2-4	4-6 6-9 9-12 12+	(ie. flat rate, hourly, per km etc.)	MAXIM IN WAGE BATES:
Peak Day 1		-		Specialized Conventional
Saturday			- NOTATION THEM	
Sunday			PAIMEN VERTICALES.	8
Holidays				
PERFORMANCE INDIC	CATORS			
FINANCIAL		SERVICE:		
D. On Designation Cost	25.8%	Registrants/Capita	7,000	77 Trips/Hour
Net Operating Cost/Capita	\$264	Revenue Vehicle Hours/Capita		Kilometres/Hour
Municipal Net Cost/Capita	\$1.32	Trips/Capita	0.0882	Average Kilometres/I np
Share of Net Cost		Trips by Non-Dedicated Service	Service	Trips/Registrant
- Provincial	20%			area trip nequesis
- Municipal	20%	EFFECTIVENESS:		Caroelaudrs
(incl. donations)		Cost/Trip - Dedicated	ated \$31.76	No-Shows
		J-uoN -	- Non-Dedicated	Victorial Entra (ZATION (Dedicated Service Only):
FFFICIENCY (Dedicated Service Only):	:(Alt			
Cost/Hour		LABOUR PRODUCTIVITY:	TY:	Revenue Hours/Venicle
Cost/Kilometre	\$1.82	Hours/Operator		Kilometres/Venicle
Maintenance Cost/Kilometre				
			52	

		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	January	1989	•
Gore Bay		MUNICIPAL CONTACT:	Joyce Foster		POPULATION SERVED:			1,000
Easy Rider			(705) 282-2420		SERVICE AREA (ha):			61,000
		OPERATIONS CONTACT:	Joyce Foster		ADVISORY COMMITTEE?		yes	
			(705) 282-2420		NUMBER OF MEMBERS:			5
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	door to door		
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$2,724		Weekdays			
Other		Non-Dedicated			Saturday			
		TOTAL	\$2,724	\$1,441	Sunday			
ELIGIBILITY COMMITTEE?	2				Holidays			
MEMBERS?		NET OPERATING COST:		\$1,283	\$1,283 CALL-INS:			
eligibility determined by staff		Provincial Share		\$1,037	METHODS:			
		Municipal Share		\$246	Registration			
REGISTRATION REQUIRED?	2	Donations			Reservations			
REGISTRATION CARDS?	8				Scheduling	manually		
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching			
WAITING ON LIST?		Eligible - Wheelchair	19		FARE STRUCTURE:			
		- Ambulatory			Cash	sh Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult \$5.00	8		
Eligible - Wheelchair		Other (not eligible)				. 8		
- Ambulatory		TOTAL	19			8		
- Temporary						8		
Attendants/Companions		TRIP TYPES:				8		
Other (not eligible)		Subscription			Companion \$5.00	8		
TOTAL		Prebooked		100%		8		
		Reservation			OTHER METHODS OF PAYMENT:	ENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	NTIONAL TRAN	IST:	
COMPANIONS ALLOWED IF SPACE?	Ves	CANCELLED TRIPS:			Conventional Hours			
VISITORS EL ISIBI ES	Noc	NO CHOME			Fare Structure			

VEHICLES						EM FLOYEES	
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:	C U	AUTHORIO OF EMOLOCIES.	
VEHICLE TYPES: Number	Capacity	Capacity	Age	Revenue	150		Part Time
S-Wagon/Sedan					3		
Modified Vans				ANNUAL HOURS.		cheares of the second	
Small Buses				Revenue	37.	8800	
Purpose-Built 1	12		-	Total	\$ N	Marrien.	*
Other						Admin.	•
TOTAL VEHICLES 1				CATED SERV		Volun.	- 0
				AVAILABLE? no		101AL	v
Ownership: municipality						ÜNON	
Maintenance: municipality				NO. OF OPERATORS:		Specialized no	
CI EET DISTRIBITION:				PAYMENT METHOD:		777	
9-11	11-2 2-4	6-9	9-12	(ie. flat rate, hourly, per km etc.)			
				flat rate per trip		MAXIMUM WAGE RATES:	Carolina
Saturday	-	-				Specalized	CONTROLL
Sunday	-	**		PAYMENT VERIFICATION:		Operators	
Holidays						Wali tel tal tae	
PERFORMANCE INDICATORS	ATORS						
FINANCIAL:		SERVICE:				SERVICE UTILIZATION:	8
R.C On Bevenue/Op.Cost	52.9%	Registrants/Capita	Capita			Trips/Hour	0.02
Net Operating Cost/Capita	\$1.28	Revenue Ve	Revenue Vehicle Hours/Capita	apita	1.2240	Kiometres/Hour	21.0
Municipal Net Cost/Capita	\$0.25	Trips/Capita			0.0190	Average Kilometres/1 np	3.0
Share of Net Cost		Trips by Nor	Trips by Non-Dedicated Service	Brvice		Trips/Registrant	
- Provincial	75%					Unaccommodated Inp Requests	
- Municipal	25%	EFFECTIVENESS:	NESS:			Cancellations	
(incl. donations)		Cost/Trip	- Dedicated	ğ	\$143.37	No-Shows	
			- Non-Dedicated	licated			Comittee College
EFFICIENCY (Dedicated Service Only):						VEHICLE UTILLEATION (Degicated Service Office).	Service Crity).
Cost/Hour	\$2.23	LABOUR PI	LABOUR PRODUCTIVITY:	e		Hevenue Hours/Venicle	150
Cost/Kilometre	\$17.92	Hours/Operator	ator			Niometes/ventae	
Complete Complete	£44 EA						

non-profit organization

SERVICE OPERATED BY:

Guelph	MUNICIPAL CONTACT:	David Kennedy	POPULATION SERVED:	87,000
Mobility Service Inc.		(519) 837-5610	SERVICE AREA (ha):	6,871
	OPERATIONS CONTACT:	Robert Faulkner	ADVISORY COMMITTEE? yes	
		(519) 822-1811	NUMBER OF MEMBERS:	8
REGISTRANTS	FINANCIAL		SERVICE	

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

sible door

to 2145 0830 to 2000

FI		3 ≥
Revenue	\$69,176	\$412,005
VENUES: Oper. Cost \$431,442 \$49,739	\$481,181	

Non-Dedicated

OTAL

88

Saturday Holidays ETHODS: ALL-INS:

Sunday

no min, max 6 days computer assisted computer assisted computer assisted computer assisted \$1.10 \$1.10 \$1.10 \$1.10 \$1.10 \$1.10

100 COMPARISON WITH CONVENTIONAL TRANSIT:

30% OTHER METHODS OF PAYMENT: subscription rate for B. of Educ.

Companion

Other

Attendant

Student

9886

Senior

longer Same

Conventional Hours

6,426

INACCOMMODATED TRIP REQUESTS:

AO-SHOWS:

88

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

every 2 or 3 years

Subscription Reservation

1,206

RIP TYPES: Prebooked

Attendants/Companions

Other (not eligible)

TOTAL:

- Ambulatory - Temporary 10%

Fare Structure

354

\$1.10

Monthly Pass

Tickets/Cards \$1.15 \$1.15 \$1.15 \$1.15 \$1.15 \$1.15 \$1.15

Cash

FARE STRUCTURE:

Dispatching

Von-Ded. 9,891

Dedicated 16,323 2541 35,131

UNIVIDAL ONE-WAY TRIPS:

2

Attendants/Companions

Other (not eligible)

38% 62% %

85 743

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

TOTAL:

- Ambulatory Eligible - Wheelchair

18,808

Scheduling

Reservations Registration

\$463

\$131,403

NET OPERATING COST:

Provincial Share Municipal Share

Donations

88 8

REGISTRATION REQUIRED?

REGISTRATION CARDS?

NAITING ON LIST?

WAITING LIST?

eligibility determined by staff

ELIGIBILITY COMMITTEE?

MEMBERS?

\$1.20 \$1.20 \$1.20 \$120 \$1.20 \$1.20 \$1.20

Adult

SERVICE STARTED IN:	Augus
POPULATION SERVED:	,
SERVICE AREA (ha):	
ADVISORY COMMITTEE?	
NUMBER OF MEMBERS:	
SERVICE	
	9008
HOURS OF SERVICE:	
Weekdays	0745

1977

		Part Time	6				~)		****		Conventional	\$15.63	\$18.74			2.86	14.50	20.00	3/20	74.278	0.1741	0.73%	ice Only):	1533	22.239		
N L	0.000			2		-	a	ס		ATU Local 1189 ATU Local 1189	F BATES:	Specialized	\$1286			IZATION:		i i	dr I / Sant		Unaccommodated Inp Requests			JELIC E ITTI (ZATION (Dedicated Service Only):	Wehicle	y validado		
C L C L L L L L L L L L L L L L L L L L		177,913 NUMBER OF EMPLOYEES.	Operators	Office	Mainten.	Admin.	Volun.	2	UNIONS:	Specialized Conventional	MAXIMI IN WAGE RATES:		Operators	Maintenance		SERVICE UTILIZATION:	Trips/Hour	Kilometres/Hour	Average Kilometres/Inp	Trips/Registrant	Unaccommoda	Cancellations	No-Shows	VEHICS ETTI	Damping House Mebicle		Nichiga en Activo	
		177,913		12,266	12336				-								0.0139	0.1410	0.5176	%			\$12.28	\$0.0¢		100	20,-	
	Average	Capacity Age Revenue	S ANNIA HOURS:	2	Total		CATED SERV	AVAILABLE? YES	NO. OF OPERATORS:	PAYMENT METHOD:	Ψ1	110001 1000	PAYMENT VERIFICATION:	fare receipts compared weekly		SERVICE:	Registrants/Capita	Revenue Vehicle Hours/Capita	Trips/Capita	Trips by Non-Dedicated Service		EFFECTIVENESS:	Cost/Trip - Dedicated	- Non-Dedicated	A Printed and the second and the sec	LABOUR PHODUCTIVITY:	Hours/Operator	
	Wheelchair	Capacity	u	n							52	4 (N		TORS		14.4%	\$4.74	\$1.51		%89	32%				\$35.17	\$2.43	\$0.40
VEHICLES		Number	S	Modified Varis	SUPPLIES TO SUPPLI	Jupase-Built	TOTAL VEHICLES 8		Ownership: municipality Maintenance: contracted out	Š	9-11 1	4 4	Saturday 1 2 2	Holidays	PERFORMANCE INDICATORS	FINANCIAL	R/C = On Revenue/Op.Cost	Net Operating Cost/Capita	Municipal Net Cost/Capita	Share of Net Cost	- Provincial	- Municipal	(incl. donations)		EFFICIENCY (Dedicated Service Only):	Cost/Hour	Cost/Kilometre	Maintenance Cost/Kilometre

		57
	SERVICE OPERATED BY:	private contractor
Halton Hills	MUNICIPAL CONTACT:	Ted Drewlo
ActiVan		(416) 873-2600
	OPERATIONS CONTACT:	Ted Tyler
		(519) 853-1550
REGISTRANTS	FINANCIAL	
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	EVENUES:

Unable to Board

Unable to Use

Other

57	private contractor	Ted Drewlo	(416) 873-2600	Ted Tyler	(519) 853-1550	!	REVENUES:	
	WICE OPERATED BY:	VICIPAL CONTACT:		PRATIONS CONTACT:		NANCIAL	ERATING COSTS AND REVENUES:	

57	e contractor	rewio	873-2600	yler	853-1550	

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4: May	ä		EE?	
STARTED IN:	TION SERVED:	AREA (ha):	RY COMMITTEE?	

36,800 28,065 œ

Monthly Pass

Trckets/Cards

Cash \$1.00 \$1.00 \$1,00 \$1.00 \$1.00

FARE STRUCTURE:

Dispatching

Non-Ded.

Dedicated

UNINUAL ONE-WAY TRIPS:

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

TOTAL:

50% 40%

- Ambulatory Eligible - Wheelchair

- Temporary

15 K 8

NUMBER OF REGISTRANTS:

WAITING ON LIST?

WAITING LIST?

Scheduling

manually

200 COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

8

INACCOMMODATED TRIP REQUESTS:

40-SHOWS:

88

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

every 2 or 3 years

Subscription Reservation

رة

RIP TYPES: Prebooked

Attendants/Companions

Other (not eligible)

TOTAL:

Fare Structure

60% OTHER METHODS OF PAYMENT:

Companion

Attendant

Student

Senior Spile Child

School Board \$5.00/student

No Conv. Service No Carv. Service

min 24 hour, max 7 days

manually manually manually

Reservations

Registration

32,148 \$1,032

\$37,946 | METHODS:

570,094 CALL-INS:

NET OPERATING COST:

Provincial Share Municipal Share

determined by Advisory Committee

REGISTRATION REQUIRED?

REGISTRATION CARDS?

Donations

88

9 8

ट्याफ का द्याफ

Revenue HOURS OF SERVICE:

Weekdays

Saturday

Sunday Holidays

\$7,906

\$78,000

Non-Dedicated

OTAL:

8

ELIGIBILITY COMMITTEE?

MEMBERS?

)edicated

SERVICE

Nimber Capacity Ameriage Amnual KilloMETRES: 28.738 Nimber Capacity Ameriage Partitine							ш	EMPLOYEES	
Number Capacity Age Pewenue 24/38 Number Pari Time	VEHICLES		Wheelchair	Ambulatory	Average			STATE OF THE PARTY	
1,756 Originality		Number	Capacity	Capacity	Age		32,738		Part Time
1.756 Office	S-Wagon/Sedan	4	ď	4	ເດ	ANNUAL HOURS:		Operators 1	-
Total Tota	Modrified Varis	-	,			Bevenue	1,765	Office	-
Admin. AVAILABLE? NO OF OPERATORS: Operators Conventional Specialized Conventional Special	Small Buses					Total	2,400	Mainten.	-
1	Purpose-Built							Admin.	4
TOTAL 1 1 1 1 1 1 1 1 1	Other					SHOW DEDNOTED SEBVICE		Volum	
DINONS: Specialized PAYMENT METHOD: Specialized Conventional Conventi	TOTAL VEHICLES	***				AVAILABLE?		TOTAL 1	7
11-2 2-4 4-6 6-9 9-12 12-+ (re. flat rate, hourly, per km etc.) MAXIMJM WAGE RATES: Specialized Conventional PayMENT WEBIFICATION: PayMENT WEBIFICATION: SERVICE UTILIZATION: Conventional Conven		municipality				AN OF OPERATORS:		JNIONS:	
11-2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) PAYMENT METHOD: Conventional PAYMENT METHOD: PAYMENT METHOD: Conventional Conventio		operator						Specialized	
11-2 1-2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Convent	D CET DICTBIBITION					PAYMENT METHOD:		Conventional	
SERVICE: Registrants/Capita Trips/Capita Trips/Capita Trips/Segistrant Tri	6-9			છી		(ie. flat rate, hourly, per km etc.)		AND THE PROPERTY.	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service Trips by Non-Dedicated Cost/Trip - Dedicated - Non-Dedicated - Non-De				+				MAXIMUM WASE DATES. Specialized	Conventional
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Registrant Trips/Registrant Unaccommodated Trip Requests Cost/Trip - Dedicated - Non-Dedicated - Non-Dedica	Saturday					PAYMENT VERIFICATION:			
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service Trips by Non-Dedicated Service Trips by Non-Dedicated Service Trips by Non-Dedicated Service Trips by Non-Dedicated Trips/Registrant Unaccommodated Trip Requests Cast/Trip - Dedicated - Non-Dedicated Service Only): Revenue Hours/Vehicle - Trips/Riometres/Vehicle - Trips/Riometres/Vehicl	Sunday		·					Maintenance	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Registrant Unaccommodated Trip Requests Cost/Trip - Dedicated - Non-Dedicated - Non-Ded	Holidays								
10.1% Registrants/Capita 0.0041 Trips/Hour 0.0480 Kitometres/Hour 0.0480 Kitometres/Ho	PERFORMANC	INDI	CATORS						
\$1.90	FINANCIAL			SERVICE:			;	SERVICE UTILIZATION:	312
\$1.90 Revenue Vehicle Hours/Capita 0.1494 Average Kilometres/Trip 1.177 Kilometres/Price 0.1494 Average Kilometres/Trip 1.177 Kilometres/Trip 2.14.18 No-Shows 0.1494 Average Kilometres/Trip 1.14.18 No-Shows 0.14.18 No-Shows 0.14.19 LABOUR PRODUCTIVITY: 1.177 Kilometres/Vehicle 2.14.17 Kilometres/Vehicle 3.14.17 Kilo	RC = Op.Revenue/Op.Cc	য	10.1%	Registrants	apita		0.0041	Inpsrtour	16.28
\$0.87 Trips/Capita Trips by Non-Dedicated Service 5.3% First by Non-Dedicated Service 5.3% Cancellations	Net Operating Cost/Capitz	~4	\$1.90	Revenue Ve	hicle Hours/C	zide	0.0480	Nichelles Artour	523
Trips by Non-Dedicated Service Impartagous and	Municipal Net Cost/Capita		\$0.87	Trips/Capita			\$4.0 \$4.0	Average Nichten Company	36.66
1	Share of Net Cost			Trips by Non	-Dedicated S	ervice		I Incommendated Trip Beditests	3.64%
### EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated Service Only): #### Revenue Hours/Vehicle ###################################	- Provincial		23%					Original Property of the Prope	1.82%
\$44.19 LABOUR PRODUCTIVITY: \$247.19 LABOUR PRODUCTIVITY: \$2.71 Hours/Operator \$0.29	- Municipal		47%	EFFECTIVE	NESS:		07.77	Carcalance	%160
Non-Dedicated Non-Dedicated	(incl. donations)			Cost/Trip	- Dedicat	pa	\$14.18	NO-SHOWS	
\$44.19 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle \$2.71 Hours/Operator \$0.29					- Non-De	dicated		VEHICS FITTI IZATION (Dedicated	Service Only):
\$44.19 LABOUR PRODUCTIVITY: 1,177 Kilometres/Vehicle \$2.71 Hours/Operator \$0.29	EFFICIENCY (Dedicated	Service Ont	3):					Domeric Horrs/Ashicke	1,765
\$2.71 Hours/Operation \$0.29	Cost/Hour		\$44.19	LABOUR PR	SODOCIMI	: :	1177	Kilometres/Nehicle	28,738
\$0.29	Cost/Kilometre		\$271	Hours/Oper	ito		1,11,1		
	Maintenance Cost/Kilome	ire	\$0.29						

SERVICE OPERATED BY:

88

January

	TI CIVORO			0+246+0-016
10	NUMBER OF MEMBERS:	(416) 364-1034		
yes	ADVISORY COMMITTEE?	Ted Tyler	OPERATIONS CONTACT: Ted Tyler	
300,612	SERVICE AREA (ha):	(416) 825-6000		Pegasus
313,136	POPULATION SERVED:	Joan Kaczmarski	MUNICIPAL CONTACT:	Halton Region

OPERATING COSTS AND REVENUES: FINANCIAL Dedicated × LOCAL ELIGIBILITY CRITERION: REGISTRANTS Unable to Board Jnable to Use

Oper. Cost

private contractor \$93,516

SERVICE STARTED IN: Revenue HOURS OF SERVICE: uo I A Luo Weeksays Saturday \$42,084 METHODS: Holidays Sunday 384,167 CALL-INS:

min 24 hours, no max accessible door 0730 to 1730 nanually namually nanually

\$9,349

533,516

Von-Dedicated

TOTAL:

NET OPERATING COST:

e

Xes

ELGIBILITY COMMITTEE?

Other

MEMBERS?

Provincial Share **Aunicipal Share**

Sonations

8 8 8

REGISTRATION REQUIRED?

REGISTRATION CARDS?

NAITING ON LIST?

NAITING LIST?

Reservations

Dispatching

Non-Ded.

Dedicated 1,146 1,465

UNNUAL ONE-WAY TRIPS:

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

32% %99 %

97

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

202

- Ambulatory - Temporary

Scheduling

Registration

542,084

Monthly Pass Tickets/Cards nanually Cash \$3.50 \$3.50 23.50 \$3.50 \$3.50 \$3.50 FARE STRUCTURE:

Attendant

Student

2,611

Adult Child Senior

COMPARISON WITH CONVENTIONAL TRANSIT: OTHER METHODS OF PAYMENT: \$3.50 Companion Other

No Conv. Service No Conv. Service

Conventional Hours

NACCOMMODATED TRIP REQUESTS:

IO-SHOWS:

88

Demand-Response ANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

every 2 or 3 years

Subscription Reservation

Prebooked

ğ

RIP TYPES:

Attendants/Companions

Other (not eligible)

Fare Structure

					_		
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Number	er Capacity	Capacity	Age	Revenue	83,443	83,443 NUMBER OF EMPLOYEES:	Dar Timo
S-Wagon/Sedan				Total	54453		
Modified Vans	9	9	-	ANNUAL HOURS:		Operators	1 6
Small Buses	4	ဖ	0	Revenue	2,/44	3000	, (
Purpose-Built				Total	2,744	Mainten.	v 4
Other						Admin.	•
TOTAL VEHICLES	2			IS NON-DEDICATED SERVICE AVAILABLE?		Youn.	13
Ownership: munic	municipality					INDAK:	
Maintenance: munic	municipality			NO. OF OPERALOPS.		Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	
ବା ଦ	9-11 11-2 2-4	46 69 2	9-12 12+	(ie. flat rate, hourly, per km etc.)		MAXIMUM WAGE RATES:	
						Specialized	Conventional
Sunday				PAYMENT VERIFICATION:		Operators	
Holidays						Maintenance	
PERFORMANCE INDICATORS	IDICATORS						
FINANCIAL		SERVICE:				SERVICE UTILIZATION:	6
R/C = Op. Revenue/Op.Cost	10.0%	Registrants/Capita	apita apita		0.0010	Trips/Hour	050
Net Operating Cost/Capita	\$0.27	Revenue Vel	Revenue Vehicle Hours/Capita	apita	0.0088	Kiometres/Hour	30.41
Municipal Net Cost/Capita	\$0.13	Trips/Capita			0.0083	Average Kilometres/Inp	8-15 8-78
Share of Net Cost		Trips by Non	Trips by Non-Dedicated Service	arvice		I rips/Hegisuani	
- Provincial	20%					Unaccommodated inpresquests	2 0094
- Municipal	20%	EFFECTIVENESS:	VESS:			Cancellations	2200
(incl. donations)		Cost/Trip	- Dedicated	Ŋ.	\$35.82	No-Shows	8800
			- Non-Dedicated	licated		SELECT ELITH IZATION (Dedicated Service Only):	Service Only):
EFFICIENCY (Dedicated Service Only):	e Only):			,		The state of the s	1372
Cost/Hour	\$34.08	LABOUR PF	LABOUR PRODUCTIVITY:	•			41 722
Cost/Kiometre	\$1.12	Hours/Operator	tor		7,3/2	Nomeres/Vence	
Maintenance Cost Milometre	406						

1976

SERVICE STARTED IN:

	SERVICE		FINANCIAL	REGISTRANTS
16	NUMBER OF MEMBERS:	(416) 529-1212		
768	ADVISORY COMMITTEE?	Brian Pinto	OPERATIONS CONTACT:	
202	SERVICE AREA (ha):	(416) 528-4200		D.A.R.T.S.
520,000	POPULATION SERVED:	Dale Turvey	MUNICIPAL CONTACT:	Hamilton

		61
	SERVICE OPERATED BY:	non-profit orga
Hamilton	MUNICIPAL CONTACT:	Dale Turvey
D.A.R.T.S.		(416) 528-420
	OPERATIONS CONTACT:	Brian Pinto
		(416) 529-121;
REGISTRANTS	FINANCIAL	
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	EVENUES:

FINANCIAL	OPERATING COSTS AND R	
		×

PERATING COSTS AND REVEN		
PERATING C	Dedicated Non-Dedicated TOTAL:	

×

Unable to Board

Unable to Use

Other

FUNICIPAL CONTACT:	Dale Tun
	(416) 528
PERATIONS CONTACT:	Brian Pin
	(416) 529
FINANCIAL	
OPERATING COSTS AND REVENUES:	EVENUES:
Dedicated	9 %
Non-Dedicated	\$2,57
TOTAL:	\$6,60
NET OPERATING COST:	

					S	-	I			O	2
							Revenue		\$883,000	\$5,723,000	\$3,492,000
t organiz	key	3-4200	8	3-1212			91,000 31,000	75,000	000'90		

		.,									
E E V I C E	NPE:	HOURS OF SERVICE	Weekdays	Saturday	Sunday	Holidays	CALL-INS:	WETHODS:	Registration	Reservations	Carlo de de Carlo

door to door

Non-Ded.

Dedicated

ANNUAL ONE-WAY TRIPS:

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

40% 809

4,800 7,200

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

TOTAL:

\$2,231,000

Provincial Share Municipal Share

2

ELGIBILITY COMMITTEE?

MEMBERS?

Donations

yes

REGISTRATION REQUIRED? eligibility determined by staff

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

8 2

ar assisted er assisted lar assisted er assisted

	Tickets	**	•	•	VI
	Cash				
نيز					

Adult Child

311,000

75,000

Monthly Pass

Tickets/Cards	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
ash							

462 COMPARISON WITH CONVENTIONAL TRANSIT:

OTHER METHODS OF PAYMENT:

Companion Attendant Student Senior

longer same

Conventional Hours Fare Structure

47,000 8,000

NACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

88

8

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

Demand-Response CANCELED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

Subscription Reservation

RIP TYPES: Prebooked

Attendants/Companions

Other (not eligible)

- Ambulatory - Temporary

		Wheelchair	Al	Ambulatory	Average		KILOMETRES:		100000000000000000000000000000000000000	AND OVERE.	
VEHICLE TYPES: Nu	Number	Capacity		Capacity	Age		anı	784,000	1,784,000 NUMBER OF EMPLOTEES.	MPLOTEES.	Dart Time
S-Wagon/Sedan						To		3,786,000		200	42
Modified Vans						8	ANNUAL HOURS:		Operations	8 4	ļ o
Small Buses	28	S		4	~		Revenue	97,000	80 5	0	,
Purpose-Built	15	9		4		•	Total	97,000	Maurien.	•	
Other	20					ဖ			Admin.	4	
TOTAL VEHICLES	88					ফ	IS NON-DEDICATED SERVICE		Volun.		
						A	AVAILABLE? yes		TOTAL	6	6
Ownership: no	non-profit organiz	zaniz						,	0.00		
Maintenance: co	contracted out	5				Ž	NO. OF OPERATORS:	-	Specialized	CUPE Local 4031	cal 4031
- HOLLI GICTOR						a.	PAYMENT METHOD:		Conventional	ATU	
FLEET USTRIBUTION.	0.11	11-0	46	9	9-12 12+		(ie. flat rate, hourly, per km etc.)				
Poak Day 60				8			flat rate per trip		MAXIMUM WAGE RATES:	GE RATES:	
		30 15	15	10						Specialized	S
				10		ď	PAYMENT VERIFICATION:		Operators	\$15.60	\$17.00
v				က					Maintenance		
PERFORMANCE INDIC	INDIC	SATORS									
- Taron Land			U,	SFRVICE					SERVICE UTILIZATION:	ILIZATION:	
FINANCIAL								0 000	TrincAdour		
R/C = Op.Revenue/Op.Cost		13.4%		Registran	Registrants/Capita			0.023	Kilomotroe Atour	47	18.39
Net Operating Cost/Capita		\$11.01	_	Sevenue	Revenue Vehicle Hours/Capita	Irs/Capri	ū	0.1000	Augento Kilomotroe/Trin	notroe/Trin	10.19
Municipal Net Cost/Capita		\$429	•	Trips/Capita	E E			04550	Average rule	inducating the	40.50
Share of Net Cost				rips by P	Trips by Non-Dedicated Service	ed Servi	8	8	in programation	Inportegistratin	010%
- Provincial		61%							Unscommo	menhau dill naten	%296
- Municipal		33%		FFECTI	EFFECTIVENESS:						1 65%
(incl. donations)				Cost/Trip		- Dedicated		\$23.03	No-Shows		-
					- Nor	- Non-Dedicated	pen	\$8.28			Contract of the Contract of th
FFEICIFINCY (Dedicated Service Only):	price Onty	.):							VEHICLEUI	VEHICLE UTILIZATION (Dedicated Service Utily).	ed Service Orly).
Cost/Hour		\$41.56		ABOUR	LABOUR PRODUCTIVITY:	IVITY:				urs/Vehicle	
Cost/Kilometre		\$2.26		Hours/Operator	erator			1,702	Kilometres/Vehicle	ehicle	3.61
		0100									

		SERVICE OPERATED BY:	minicipality		SERVICE STABTED IN-	And	1000
			(inches)		SENVICE SI ANIED IN.		7851
Ingersoil		MUNICIPAL CONTACT:	Edward Hunt		POPULATION SERVED:		9,378
Ingersol Paratransit			(519) 485-0120		SERVICE AREA (ha):		1,239
		OPERATIONS CONTACT:	Florence Hutson		ADVISORY COMMITTEE?		368
			(519) 485-6663		NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITTERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$26,176		Weekdays	0900 to 1500	
Other		Non-Dedicated	\$3,660		Saturday		
		TOTAL	\$29,836	\$1,842	Sunday		
ELIGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	2	NET OPERATING COST:		\$29,370	CALL-INS:	max 1 day	
		Provincial Share		\$15,691	METHODS:		
		Municipal Share		\$13,679	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations		\$500	Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	132		FARE STRUCTURE:		
		- Ambulatory		208	Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Actuit	\$1.00	
Eligible - Wheelchair	54 45%	Other (not eligible)	15		Child	\$1.00	
- Ambulatory	92%	TOTAL	132	208	Student	\$1.00	
- Temporary					Senior	\$1.00	
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription			Companion		
TOTAL	120	Prebooked		33%	Other		
		Reservation		829	OTHER METHODS OF PAYMENT:	NT:	
HOW OFTEN IS REG. LIST SCREENED?	D;	Demand-Response					
every time there is a new at	pplicant approve	every time there is a new applicant approved UNACCOMIMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours		
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure		

VEHICLES						EMPLOYEES	
VEHICLE TYPES: Number	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES: Revenue		έά	
S-Wagon/Sedan				Total ANNIAI HOURS:		Operations	Les I
Modified Varis Small Buses				Revenue		Office	,
Purpose-Built				Total		Mainten. Admin.	-
TOTAL VEHICLES				IS NON-DEDICATED SERVICE		Volun. TOTAL	-
Ownership: contracted operator	perator						
ài	perator			NO. OF OPERATORS:	***	UNIONS: Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	
9-11	11-2 2-4	46 6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)			
				flat rate per trip		MAXIMUM WAGE RATES: Specialized	Conventiona
Saturday				DAVACATI VEDICIO ATION:		Operation	
Sunday				ratment ventration.		Maintenance	
PERFORMANCE INDICATORS	CATORS						
FINANCIAL		SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	62%	Registrants/Capita	apita		0.0128	_	
Net Operating Cost/Capita	\$3.13	Revenue Vehicle Hours/Capita	cle Hours/Ca	pita		Kilometres/Hour	
Municipal Net Cost/Capita	\$1.46	Trips/Capita			0.0682	Average Kilometres/I np	ě.
Share of Net Cost		Trips by Non-Dedicated Service	Dedicated Se	ivice	13%	Imps/reggistrant	Š
- Provincial	23%					Oraccommodated trip requests	
- Municipal	47%	EFFECTIVENESS:	ESS:		0	Carcellations	
(incl. donations)		Cost/Trip	- Dedicated		\$196.30	No-Snows	
			- Non-Dedicated	icated	17/4		Coning Onbyl.
EFFICIENCY (Dedicated Service Only):	Y):					VEHICLE UTILIZATION (Dedicated Service Unity).	Service Only).
Cost/Hour		LABOUR PRODUCTIVITY:	DOUCTIVITY	۰ ور		Revenue Hours/Vehicle	
Cost/Kilometre		Hours/Operator	ď			Kilometres/Vehicle	
Maintenance Cost/Kilometre							
				23			

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	June 18	1990
Kapuskasing		MUNICIPAL CONTACT:	Y. Brousseau		POPULATION SERVED:		10,328
Handi-Trans Service			(705) 335-2341		SERVICE AREA (ha):		8,400
		OPERATIONS CONTACT:			ADVISORY COMMITTEE?	yes	50
					NUMBER OF MEMBERS:		9
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	door to door	
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$27,646		Weekdays	0915 to 1630	
Other		Non-Dedicated			Saturday		
		TOTAL:	\$27,646	\$2,039	Sunday		
ELGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	2	NET OPERATING COST:		\$25,607	\$25,607 CALL-INS:	no min, no max	
		Provincial Share		\$18,646	METHODS:		
		Municipal Share		\$7,143	Registration	manually	
REGISTRATION REQUIRED?	2	Donations			Reservations	manually	
REGISTRATION CARDS?	8				Scheduling	manually	•
WATTING LIST?	8	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAS TRUE ON LIST?		Eligible - Wheelchair	1,649		FARE STRUCTURE:		
		- Ambulatory	96,595		81	Cash Trakets/Cards	Monthly Pass
NAMES OF REGISTRANTS:		Attendants/Companions			Adult \$1	\$1.50	
Eligible - Wheekhair	5 7%	Other (not eligible)			Child		
- Ambulatory 70	33%	TOTAL	8,244		Student		
- Temporary					Senior		
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription			Companion		
TOTAL: 75	10	Prebooked		19%	Other		
		Reservation			OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		8H%		:	
annually		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	No Com. Service	
VISITORS ELIGIBLE?	2	NO-SHOWS:			Fare Structure	No Conv. Service	

VEHICLE TYPES: Number S-Wagon/Sedan Modified Vars Small Buses							
S	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
S-Wagon/Sedan Modified Vans Small Buses	Capacity	Capacity	Age	Revenue	12,000	12,000 NUMBER OF EMPLOYEES:	Part Time
Modified Vans Small Buses				<u> </u>	12,000		-
Small Buses				ANNUAL HOURS:		Operators	-
				Revenue	1,495	Office	
Purpose-Built 1	2	10	ო	Total	1,495	Mainten.	,
1 de 1						Admin.	-
TOTAL VEHICLES 1				IS NON-DEDICATED SERVICE		Volun.	
				AVAILABLE? no		TOTAL	N
Ownership: contracted operator	operator						
Maintenance: contracted operator	operator			NO. OF OPERATORS:		UNIONS:	
						Specialized	
E FET DISTRIBUTION:				PAYMENT METHOD:		Conventional	
9-11		6-9	9-12 12+	(ie. flat rate, hourty, per km etc.)			
-	-					MAXIMUM WAGE RATES:	
Saturday						Specialized	Convenioral
Sunday				PAYMENT VERIFICATION:		Operators	
Holidays						Maineratho	
PERFORMANCE INDIC	CATORS						
FINANCIAL:		SERVICE:				SERVICE UTILIZATION:	i
De Bananiol Octo	7.4%	Registrants/Capita	Capita		0.0073	Trips/Hour	5.51
Not Operating Cost/Capita	\$2.48	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.1448	Kiometres/Hour	8.03
Minicipal Not Cost Capita	80.69	Trips/Capita			0.7982	Average Kilometres/Trip	1.46
Chara of Not Cost		Trips by Nor	Trips by Non-Dedicated Service	ervice		Trips/Registrant	109.92
- Praviorial	72%					Unaccommodated Trip Requests	
logician de	28%	EFFECTIVENESS:	NESS:			Cancellations	
(socitonch loci)		Cost/Trip	- Dedicated	72	\$3.35	No-Shows	
(IIIA. deligació)			- Non-Dedicated	dicated			
FFFICIENCY (Dedicated Service Only):	:(Alt					VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Cost/Hour	\$18.49	LABOUR P	LABOUR PRODUCTIVITY:	**		Revenue Hours/Vehicle	1,495
Cost/Kilometre	\$230	Hours/Operator	ator		2,390	Kiometres/Vehicle	12,000
Maintenance Cost/Kilometre							

SERVICE OPERATED BY: non-profit organiz MUNICIPAL CONTACT: Karen Brown (807) 467-2000 OPERATIONS CONTACT: Karen Brown		SERVICE	_	Tri-Municipal Transit Service	OPERATIO
67 non-profit organiz Karen Brown (807) 457-2000 Karen Brown		OPERATED BY:	MUNICIPAL CONTACT:		ONS CONTACT.
	29	non-profit organiz	Karen Brown	(807) 467-2000	Karen Brown
SPUICE STARTED IN: DPULATION SERVED: SPUICE AREA (ha):		June			

NUMBER OF MEMBERS:

(807) 467-2000

SERVICE

Revenue HOURS OF SERVICE:

Oper. Cost \$632

OPERATING COSTS AND REVENUES:

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

REGISTRANTS

FINANCIAL

\$68,345 \$68,977

Non-Dedicated

FOTAL:

ELGIBILITY COMMITTEE?

MEMBERS?

Dedicated

Weekdays

Saturday Holidays METHODS: CALL-INS: Sunday

\$10,137

58,840 \$43,494 \$3,246

NET OPERATING COST:

Provincial Share Municipal Share

Donations

8 6

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

15,000 23,883

1980

Monthly Pass

Tickets/Cards

Cash

FARE STRUCTURE:

Dispatching

Non-Ded.

Dedicated

UNNUAL ONE-WAY TRIPS:

Attendants/Companions - Ambulatory Eligible - Wheelchair

NUMBER OF REGISTRANTS:

Other (not eligible)

TOTAL:

Scheduling

Reservations Registration

514,709

60 COMPARISON WITH CONVENTIONAL TRANSIT:

INACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

VISITORS ELGIBLE?

Demand-Response CANCELED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

Subscription Reservation

Prebooked

TRIP TYPES:

Attendants/Companions

Other (not eligible)

TOTAL

- Ambulatory Eligible - Wheekthair

- Temporary

Conventional Hours

Fare Structure

8

40% OTHER METHODS OF PAYMENT:

Companion

Other

Attendant

Student Senior

7,500

Child

Different, \$1.25

	Part Time		Conventional	1.37 3.66 2.67 0.48% 1.60% 1.60%
шS	APLOYEES: Full Time		SE RATES: Specialized \$12.50	SERVICE UTILIZATION: Trips/Hour Kigmetres/Hour Kigmetres/Hour Trips/Registrant Unaccommodated Trip Requests O Cancellations No-Shows 1 Revenue Hours/Vehicle Kilometres/Vehicle
EMPLOYEES	NUMBER OF EN Operators Office Mainten.	· · · · · ·	MAXIMUM WAGE RATES: Operators Maintenance	
	20,000	4		0.3640
	ANNUAL KILOMETRES: Reverue Total ANNUAL HOURS: Reverue Total	IS NON-DEDICATED SERVICE AVAILABLE? NO. OF OPERATORS:	PAYMENT METHOD: (e. flat rate, hourly, per km etc.) meter rate PAYMENT VERIFICATION: tax service	service ed dicated 7: Y:
	N Average		6-9 9-12 12+	SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator - Hours/Operator
	Capacity		81	SERVICE Registrary Revenue Trips Cap Trips by N EFFECTT Cost/Trip LABOUR Hours/Op
	Wheelchair Capacity		2	14.7% \$3.92 \$0.98 71% 29% \$12.52 \$0.37
VEHICLES	Number an	Ownership: transit commission Maintenance:	PLEET DISTRIBUTION: 6-9 9-11 11-2 Peak Day 1 1 1 Saturday 1 1 1 Sunday 1 1 1 Holidays 1 1 1	PERFORMANCE INDICAT FINANCIAL: RC = Op.Revenue/Op.Cost Net Operating Cost/Capita Municipal Net Cost/Capita Share of Net Cost - Provincial - Municipal (incl. donations) EFFICIENCY (Dedicated Service Only): Cost/Hour Cost/Kilometre Maintenance Cost/Kilometre

		SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	September	1967	7
Kingston		MUNICIPAL CONTACT:	R.K. Fiebig		POPULATION SERVED:			89,000
Access Bus			(613) 546-4291		SERVICE AREA (ha):			7,072
		OPERATIONS CONTACT:	Lou Carpentier		ADVISORY COMMITTEE?	Ë	yes	
			(613) 542-2512		NUMBER OF MEMBERS:	is		7
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door	L .	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use		Dedicated	\$390,728		Weekdays	0730 to 2300	0	
Other	×	Non-Dedicated	\$15,643		Saturday	0900 to 2300	0	
		TOTAL:	\$1,006,371	\$233,455	Sunday	0900 to 2300	0	
COMMITTEE?	2				Holidays	0900 to 2100	0	
MEMBERS?		NET OPERATING COST:		\$772,916	CALL-INS:	no min, max 14 days	: 14 days	-
medical/health professional		Provincial Share		\$597,924	METHODS:			
		Municipal Share		\$334,376	Registration	computer assisted	sisted	
REGISTRATION REQUIRED?	yes	Donations		\$235	Reservations	computer assisted	sisted	
REGISTRATION CARDS?	5				Scheduling	computer assisted	sisted	
	5	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	sisted	
WAITING ON LIST?		Eligible - Wheelchair	956'99		FARE STRUCTURE:			
		- Ambulatory	8,575	3,021		Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	6,578		Adult		\$1.00	
Eligible - Wheelchair 1,083	84%	Other (not eligible)			Child	\$1.25	\$1.00	
- Ambulatory 181	14%	TOTAL	75,531	3,021	Student	\$1.25	\$1.00	
- Temporary 33	3%				Senior	\$1.25	\$1.00	
Amendants/Companions		TRIP TYPES:			Attendant	\$125	\$1.00	
Other (not eligible)		Subscription		45%	Companion	\$1.25	\$1.00	
TOTAL: 1,297		Prebooked		30%	Other			
		Reservation		13%	OTHER METHODS OF PAYMENT:	YMENT:		*****
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		12%	Charges trips @ \$2.50 plus fare \$1.25 = \$3.75	tus fare \$1.25 = \$3	1.75	
amnally		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:	43	COMPARISON WITH CONVENTIONAL TRANSIT:	VENTIONAL TRAN	VSIT:	-
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		14,753	Conventional Hours	shorter		
VISITORS ELIGIBLE?	X8S	NO-SHOWS:		1.259	Fare Structure	different, \$1.20	82	

VEHICLES									EMPLOYEES	
		Wheelchair		Ambulatory	X	Average	ANNUAL KILOMETRES:		STATE OF CLASS OVERES.	
VEHICLE TYPES:	Number	Capacity	×	Capacity	7	Age	Revenue	313,013	á	Doe Timo
S-Wapon/Sedan							Total	443,073		di i ilile
Modified Vans	12	•	9	e		4	ANINUAL HOURS:		L Sig	~ (
Small Busps	00	1-	7	4		ო	Revenue	61,761	Office 2	2
Primoco Brift							Total	64,267	Mainten.	
Cathor Dalli									Admin. 3	
TOTAL VICTOR	8						IS NON-DEDICATED SERVICE		Volun.	
IOIAL VENICLES	S						AVALABLE? yes		TOTAL 18	თ
Ounorchio.	non-profit organiz	rozaniz								
	contracted out	1 1 2					NO. OF OPERATORS:	e	3 UNIONS:	
Mainteriance.	Tomonion of the second	š							Specialized CBRT & GW Local 291	Local 291
EI FET DISTRIBUTION:							PAYMENT METHOD:		Conventional CBRT & GW Local 291	Local 291
6-9	9-11	11-2 2-	24 4	4-6 6	6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)			
Doork Day							flat rate/meter rate		MAXIMUM WAGE RATES:	
			'n	4	3 4				Specialized	Conventional
Simple	ı ır		ເດ	4	3		PAYMENT VERIFICATION:		Operators \$12.57	
Holidaye	o LC		ເດ	4	3 4		receipts		Maintenance \$16.40	\$17.75
DEBEORMANCE INDICATORS	ON	CATORS								
				CEDVICE.	ü				SERVICE UTILIZATION:	
FINANCIAL				מבות	i 2			0,700		133
R/C = Op.Revenue/Op.Cost	St	23.2%	%	Regis	Registrants/Capita	Dita		0.0146	indexistration of the second	70.2
Net Operating Cost/Capita	240	\$8.68	92	Rever	ue Vehik	Revenue Vehicle Hours/Capita	Capita	0.6939	Kilometres/Hour	200
Municipal Net Cost/Capita		\$3.76	9	Trips	l'rips/Capita			0.8826	Average Kilometres/I rip	4
Share of Net Cost				Trips	y Non-E	Trips by Non-Dedicated Service	Service	4%	Trips/Registrant	acna ena
Deminorial		64%	26						Unaccommodated Trip Requests	8950
- Cricion M		36%	. >6	FFE	EFFECTIVENESS:	:SS:			Cancellations	18.78%
(incl donations)				Cost/Trip	- GL	- Dedicated	Jed.	\$13.12	No-Shows	1.60%
(III)						- Non-D	- Non-Dedicated	\$5.18		
EFFICIENCY (Dedicated Service Only):	Service On	;(A):							VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Completing		\$16.04	×	LABC	UR PRO	LABOUR PRODUCTIVITY:	<u>:</u>		Revenue Hours/Vehicle	3,088
Cost/Glometre		\$3.17	17	Hours	Hours/Operator	_		3,743	Kilometres/Vehicle	15,651
Maintenance Cost IK inmette	duti	\$0.26	92							
Manital Manita	anc.						70			-

		SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	October 1	1973
Kitchener-Waterloo		MUNICIPAL CONTACT:	John Webster		POPULATION SERVED:		244,923
Project Lift Inc.			(519) 741-2230		SERVICE AREA (ha):		14,000
		OPERATIONS CONTACT:	Dave Smith		ADVISORY COMMITTEE?	Α .	yes
			(519) 744-5150		NUMBER OF MEMBERS:		21
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	accessible door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$1,691,923		Weekdays	0700 to 0100	
Other		Non-Dedicated	\$231,896		Saturday	0830 to 0100	
		TOTAL	\$1,983,819	\$155,664	Sunday	0900 to 2330	
ELIGIBILITY COMMITTEE?	yes				Holidays	0900 to 0100	
MEMBERS?	4	NET OPERATING COST:		\$1,828,155	S	min 2 hours, max 7 days	days
		Provincial Share		\$922,391	METHODS:		
		Municipal Share		\$301,577	Registration	computer assisted	
REGISTRATION REQUIRED?	yes	Donations		\$49,121	Reservations	computer assisted	
REGISTRATION CARDS?	9				Scheduling	computer assisted	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	
WAITING ON LIST?		Eigible - Wheelchair	69,809	2,335	FA		
		- Ambulatory	12,633	35,804	Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	6217		Adult \$1.2	\$1.25 10/\$12.50	10/\$12.50
Eligible - Wheelchair	2,400 60%	Other (not eligible)			Child \$1.2	\$1.25 10/\$12.50	
- Ambulatory		TOTAL:	82,502	38,739	Student \$1.2	\$1.25 10/\$12.50	
- Temporary	500 13%				Senior \$12	\$1.25 10/\$12.50	
Attendants/Companions		TRIP TYPES:			Attendant \$1.2	\$1.25 10/\$12.50	
Other (not eligible)		Subscription		20%	Companion \$1.2	\$1.25 10/\$12.50	
TOTAL	4,000	Prebooked		16%	Other	\$1.20 10\$12.50	
		Reservation		23%	OTHER METHODS OF PAYMENT:	ENT.	
HOW OFTEN IS REG. LIST SCREENED?	95	Demand-Response		11%			
annually		UNACCOMMODATED TRIP REQUESTS:	PEQUESTS:	2,309	COMPARISON WITH CONVENTIONAL TRANSIT:	ITIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		9,835	Conventional Hours	longer	
VISITORS FI IGIRI F2	VBS	NO-SHOWS:		2007	Fara Smichina	2000	

VEHICLE TYPES: Number S-Wagon/Sedan Modified Vans 13 Small Buses Purpose-Built Other TYPE 13 STATE OTHER STATE OTH							4 4 4		
u vu							EMPLOYEES		•
S S	3	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				94444
	per	Capacity	Capacity	Age	Revenue	725,638	NUMBER OF EMPLOYEES:		
					Total	733,081	Full Time		Part Time
	13	S	4	3.9	ANNUAL HOURS:		Operators	83	*
					Revenue	34,063	Office	9	
					Total	39,630	Mainten.		****
							Admin.	•	
	13				IS NON-DEDICATED SERVICE		Volun.		
					AVAILABLE? yes		TOTAL	83	-
Ownership: munic	municipality								
Maintenance: munic	municipality				NO. OF OPERATORS:	က	3 UNIONS:		
							Specialized		
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	CBRW	
6.9	9-11 11-2	2	9-9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 10 1	11 12		12 5	9	meter rate		MAXIMUM WAGE RATES:	VTES:	
Saturday 3	4 6	4	6 4	2 1				Specialized	Conventional
Sunday	5		رن 4	2 1	PAYMENT VERIFICATION:		Operators	\$14.39	\$15.85
Holidays 3	3	က	3	3 1	bill verified and signed		Maintenance		\$18.37
PERFORMANCE INDICATORS	VDICA	TORS							
FINANCIAL:			SERVICE				SERVICE UTILIZATION:	ION:	
R/C = Op.Revenue/Op.Cost		7.8%	Registrants/Capita	s/Capita		0.0163	Trips/Hour		2,42
Net Operating Cost/Capita		\$7.46	Revenue \	Revenue Vehicle Hours/Capita	apita	0.1391	Kilometres/Hour		21.30
Municipal Net Cost/Capita		\$3.68	Trips/Capita	ū		0.4950	Average Kilometres/Trip	Trip	8.80
Share of Net Cost			Trips by N.	Trips by Non-Dedicated Service	Brvice	35%	Trips/Registrant		30.31
- Provincial		50%					Unaccommodated Trip Requests	rip Requests	130%
- Municipal		20%	EFFECTIVENESS:	ENESS:			Cancellations		8.11%
(incl. donations)			Cost/Trip	- Dedicated	p ₆	\$20.51	No-Shows		1.73%
				- Non-Dedicated	dicated	\$7.53			
EFFICIENCY (Dedicated Service Only):	se Only):						VEHICLE UTILIZATION (Dedicated Service Only):	ION (Dedicated Set	rvice Only):
Cost/Hour		\$49.67	LABOUR	LABOUR PRODUCTIVITY:	<u></u>		Revenue Hours/Vehicle	ide	2,620
Cost/Kilometre		\$233	Hours/Operator	xator		1,514	Kilometres/Vehicle		55,818
Maintenance Cost/Kilometre		\$0.41							

	accessible door/door to door	accessit	TYPE	REVENUES:	OPERATING COSTS AND REVENUES:	LOCAL ELIGIBILITY CRITERION:
			SERVICE		FINANCIAL	REGISTRANTS
7			NUMBER OF MEMBERS:	(705) 324-0211		
	368		ADVISORY COMMITTEE?	Rod Boston	OPERATIONS CONTACT:	
<u>4</u>			SERVICE AREA (ha):	(705) 324-6171		Limo
16,26			POPULATION SERVED:	J.B Luloff	MUNICIPAL CONTACT:	Lindsay
	1984	January	SERVICE STARTED IN:	private contractor	SERVICE OPERATED BY:	

100

88 3

OPERATING COSTS AND REVENUES	D REVENUES:		TYPE
	Oper. Cost	Revenue	Revenue HOURS OF
Dedicated	\$97,808		Weekday
Non-Dedicated	\$0		Saturday

Dedicated	\$97,808	
Non-Dedicated	0\$	
TOTAL:	\$97,808	\$10,976

Convence	20,124	
Non-Dedicated	0\$	
TOTAL:	\$97,808	\$10,9
NET OPERATING COST:		\$36.R

Holidays METHODS:

Sunday

Minimum 48 hours, Max. 30 days

manually

Registration

0

RS OF SERVICE:

eekdays

\$86,832 CALL-INS:	\$62,868 METHODS:	Registra	Reserva	Scheduli	Dispatch
\$86,832	\$62,868	\$23,964	2		Non-Ded.
					Dedicated
OST:					IRIPS:

Provincial Share Municipal Share

0

2

×

Unable to Board

Unable to Use

Other

Donations

88 88

REGISTRATION REQUIRED?

REGISTRATION CARDS?

eligibility determined by staff

ELIGIBILITY COMMITTEE?

MEMBERS?

9

S	O FARE		Adu
Non-Ded.	0	0	0
Dedicated	2,604	8,372	1,000

FARE STRUCTURE:	0	Adult	Chile
0	0	0	(
2,604	8,372	1,000	c

Attendants/Companions - Ambulatory Eligible - Wheelchair ANNUAL ONE-WAY 1

Other (not eligible)

157 334

NUMBER OF REGISTRANTS:

WAITING ON LIST?

WAITING LIST?

- Ambulatory Eligibie Wheelchair

FOTAL:

0 FARE STRUCTURE:		Adult	
0	0	0	0
2,604	8,372	1,000	0

				Mon	
nanually	namually	nanually		Tickets/Cards	\$0.00
Ë	Ĕ	Ë		Cash	\$1.00
Reservations	Scheduling	Dispatching	RE STRUCTURE:		Adult

		Mont					
manually		Tickets/Cards	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Ë		Cash	\$1.00	\$0.75	\$0.75	\$0.75	
	ij.						

hly Pass \$0.00 \$0.00 \$0.00

\$0.00 \$0.00

\$0.00 20.00

80.00

\$0.00

\$0.00

Companion

Other

%

Attendant

Student Senior

10,976

different by a \$1.10.

longer

Conventional Hours Fare Structure

1,560

JINACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes Ses 88

COMPANIONS ALLOWED IF SPACE?

annually

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

Subscription Reservation

0 49

TRIP TYPES: Prebooked

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Attendants/Companions

Other (not eligible)

TOTAL

- Temporary

88

300 COMPARISON WITH CONVENTIONAL TRANSIT:

77% OTHER METHODS OF PAYMENT:

VEHICLE TYPES: Number C3 S-Wagon/Sedan 0 0 Modified Vars 2 2 Small Buses 0 0 Purpose-Built 0 0 Other 0 0 TOTAL VEHICLES 2 2 COWNERShip: municipality 0 Maintenance: contracted operator 0 FLEET DISTRIBUTION: 0 1 FLEET DISTRIBUTION: 0 0 Peak Day 2 2 Samrday 0 0 Holidays 0 0	Capacity Capacity O O O 11-2 2 4 1 1 - 1 1 1 - 1	Aninoualdy Capacity (Capacity 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Age 0 0 0	AL NILOMETHES.	41,830	41,830 NUMBER OF EMPLOYEES:		Part Time
و و الا		ă l	000		41,830			Time
ी १ ००			000		-			Time .
9 00			00		43,530			
ी १००			0	ANNUAL HOURS:		Operators	-	m
ी १००				Revenue	3,062	Office	0	0
ी १००				Total	31,115	Mainten.	0	-
ବା ଦର						Admin.	0	·-
9 00				IS NON-DEDICATED SERVICE		Volun.	0	9
ी ००				AVAILABLE? no		TOTAL	•	13
ि १००								
2 9-11				NO. OF OPERATORS:	0	O UNIONS:		
2 611						Specialized	CB.O.R.T./G.V	C.B.O.R.T./G.W. 307RT LOC 30
y 2 9-11				PAYMENT METHOD:		Conventional	0	
2 00 0			9-12 12+	(ie. flat rate, hourly, per km etc.)				
00	**		0	0		MAXIMUM WAGE RATES:	ATES:	
0 0			0				Specialized	Conventional
	0	0	0	PAYMENT VERIFICATION:		Operators	\$11.41	\$14.56
,	0	0	0	0		Maintenance	\$15.60	\$0.00
PERFORMANCE INDICATORS	CATORS							
FINANCIAL		SERVICE				SERVICE UTILIZATION:	TION:	
R/C = Op.Revenue/Op.Cost	11.2%	Registrants/Capita	s/Capita		0.0302	Trips/Hour		3.59
Net Operating Cost/Capita	\$5.34	Revenue V	Revenue Vehicle Hours/Capita	apita	0.1882	Kilometres/Hour		13.66
Municipal Net Cost/Capita	\$1.47	Trips/Capita	ū		0.6748	Average Kilometres/Trip	√Trip	3.81
Share of Net Cost		Trips by Nc	Trips by Non-Dedicated Service	ervice	8	Trips/Registrant		2235
- Provincial	72%					Unaccommodated Trip Requests	Trip Requests	11.84%
- Municipal	28%	EFFECTIVENESS:	ENESS:			Cancellations		14.21%
(incl. donations)		Cost/Trip	- Dedicated	De la	\$8.91	No-Shows		2.37%
			- Non-Dedicated	dicated				
EFFICIENCY (Dedicated Service Only):	::					VEHICLE UTILIZAT	VEHICLE UTILIZATION (Dedicated Service Only):	vice Only):
Cost/Hour	\$31.95	LABOUR F	LABOUR PRODUCTIVITY:	ş		Revenue Hours/Vehicle	hicle	1,531
Cost/Kilometre	\$234	Hours/Operator	rator		1,225	Kilometres/Vehicle		20,915
Maintenance Cost/Kilometre	\$0.01							

	SERVICE OPERATED BY:	SERVICE STARTED IN:
Listowel	MUNICIPAL CONTACT:	POPULATION SERVED:
		SERVICE AREA (ha):
No data received	OPERATIONS CONTACT:	ADVISORY COMMITTEE?
		NUMBER OF MEMBERS:
REGISTRANTS	FINANCIAL	SERVICE
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	TYPE:
Unable to Board	Oper. Cost	Revenue HOURS OF SERVICE:
Unable to Use	Dedicated	Weekdays
Other	Non-Dedicated	Seturday
	TOTAL	Sunday
ELIGIBILITY COMMITTEE?		Holidays
MEMBERS?	NET OPERATING COST:	CALL-INS:
	Provincial Share	METHODS:
	Municipal Share	Registration
REGISTRATION REQUIRED?	Donations	Reservations
REGISTRATION CARDS?		Scheduling
WAITING LIST?	ANNUAL ONE-WAY TRIPS: Dedicated	Non-Ded. Dispetiching
WAITING ON LIST?	Eligible - Wheelchair	
	- Ambulatory	Cash Tickets/Cards Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions	Adult
Eligible - Wheelchair	Other (not eligible)	Child
- Ambulatory	TOTAL:	Student
- Temporary		Senior
Attendants/Companions	TRIP TYPES:	Attendant
Other (not eligible)	Subscription	Companion
TOTAL	Prebooked	Other
	Reservation	OTHER METHODS OF PAYMENT:
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response	
	UNACCOMMODATED TRIP REQUESTS:	COMPARISON WITH CONVENTIONAL TRANSIT:
COMPANIONS ALLOWED IF SPACE?	CANCELLED TRIPS:	Conventional Hours
VISITORS FI IGIRI F?	NO-SHOWS:	Fare Structure

VEHICLES Whosebother of Septembre of Septe						200	
Number Capaciny Alease Average Average Average Average Average Average Average Average Average Avera						EM TLO TEES	
Number Capaciny	M	heelchair	Ambulation	Average	ANNUAL KILOMETRES.	MI MADED OF FAIR OVERS:	
AVAILAL HOURS:	Number	Capacity	Capacity	Age B	Havenue		9
Favinger Favinger	S-Wagon/Sedan				ANIMIA UOLIDO		1
Total Admin. Ad	Modified Vans				Description of the second of t	Office	
NO OF OPERATORS: NO OF OPERATORS: NO OF OPERATORS: SPROVICE	Small Buses				Total	Mainten.	
SNOW-DEDICATED SERVICE Volun.	Purpose-Built				1	Admin.	
NO. OF OPERATORS: NO. OF OPERATORS: Specialized PAYMENT METHOD: Specialized Conventional	TOTAL VEHICLES				IS NON-DEDICATED SERVICE	Volun.	
NO. OF OPERATORS: Specialized Parvaent METHOD: Specialized Conventional Parvaent Method: Metho	IOIAL VERICES				AVALABLE?	TOTAL	
NO. OF OPERATORS: Specialized PAYMENT METHOD: Specialized Conventional Co	Ownership:						
PAYMENT METHOD: Conventional Specialized C	Maintenance:				NO. OF OPERATORS:	UNIONS:	
PAYMENT VERIFICATION: RE IN DICATORS SERVICE: Registrants/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Poerators Service Only): LABOUR PRODUCTIVITY: Kilometres/Vehicle Verifice UTIL/ZATION (Dedicated Service Hours/Operator Rilometres/Vehicle Verifice UTIL/ZATION (Dedicated Service Hours/Operator Rilometres/Vehicle Verifice UTIL/ZATION (Dedicated Service Rilometres/Vehicle Kilometres/Vehicle VERIFICE UTIL/ZATION (Dedicated Service Rilometres/Vehicle Kilometres/Vehicle Kilometres/Vehicle Kilometres/Vehicle Kilometres/Vehicle						Specialized	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips.Capita Trips.Capita Trips.Capita Trips.By Non-Dedicated Service Trips.By Non-Dedicated Service LABOUR PRODUCTIVITY: LABOUR PRODUCTIVITY: Ref. 6-9 9-12 12+ (1e. flat rate, hourly, per kine etc.: Specialized Specialized Operators Maintenance Maintenance Resident Resolutions Trips.Hour Riometres/Hour Average Kilometres/Hour Average Kilometres/Trip Trips.By Non-Dedicated Service Trips.Hour Average Kilometres/Trip Trips.By Non-Dedicated Service Trips.Hour Revenue Hours/Operator Kilometres/Nehicle Kilometres/Nehicle Kilometres/Nehicle	FLEET DISTRIBUTION:				PAYMENI METHOD:	Carpaninona	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips.Capita Trips.Capita Trips.Capita Trips.Capita Trips.Phour Trips	9-11				(ie. flat rate, hourly, per km etc.)	MANIM WAGE BATES:	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Hour Trips/Hou	Peak Day					scialized	proventional
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated Hours/Operator	Saturday						
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	Sunday				PATMENI VERIFICATION.	Maintenance	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	Holidays					Maliterative	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator	PERFORMANCE INDICAT	TORS					
Registrants/Capita Revenue Vehicle Hours/Capita Trips.Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated Hours/Operator	FINANCIAL		SERVICE	.,		SERVICE UTILIZATION:	
Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated Nice Ontly): LABOUR PRODUCTIVITY: Hours/Operator	R/C = Op.Revenue/Op.Cost		Registran	ts/Capita		Trips/Hour	
Trips.Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated vice Ontly): LABOUR PRODUCTIVITY: Hours/Operator	Net Operating Cost/Capita		Revenue	Vehicle Hours/C	zajdz	Kilometres/Hour	
Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated vice Ontly): LABOUR PRODUCTIVITY: Hours/Operator	Municipal Net Cost/Capita		Trips/Cap	亞		Average Kilometres/ Inp	
EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated vice Ontly): LABOUR PRODUCTIVITY: Hours/Operator	Share of Net Cost		Trips by N	ion-Dedicated S	Service	Importegistratif	
EFFECTIVENESS: Cost/Trip - Dedicated Non-Dedicated vice Only): LABOUR PRODUCTIVITY: Hours/Operator	- Provincial					Oraccommodated inpreduction	
Cost/Trip - Dedicated - Non-Dedicated vice Only): LABOUR PRODUCTIVITY: Hours/Operator	- Municipal		EFFECT	VENESS:		Carcanalica	
- Non-Dedicated vice Only): LABOUR PRODUCTIVITY: Hours/Operator	(ind. donations)		Cost/Trip		p 6	No-Shows	
vice Only): LABOUR PRODUCTIVITY: Hours/Operator				- Non-De	dicated	Spring Spring (Delicated Spring)	Only).
LABOUR PRODUCTIVITY: Hours/Operator	EFFICIENCY (Dedicated Service Only):					VEHICLE UNITARION (Deutage Connection)	
Hours/Operator	Cost/Hour		LABOUR	PRODUCTIVIT	×	Hevenue mousty venicie	
Maintenance Cost/Kilometre	Cost/Kilometre		Hours/Op	erator		Nigments verse	
	Maintenance Cost/Kilometre						

		11					
	SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	November	1977	
London	MUNICIPAL CONTACT:	Tim Dupee		POPULATION SERVED:		n	300,000
Paratransit Service		(519) 451-1340		SERVICE AREA (ha):			18,138
	OPERATIONS CONTACT:	Perry Ferguson		ADVISORY COMMITTEE?	8:	yes	
		(519) 455-4579		NUMBER OF MEMBERS:	12		10
REGISTRANTS	FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	accessible door		
Unable to Board		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	Dedicated	\$1,622,699		Weekdays	0700 to 2400		
Other	Non-Dedicated			Saturday	0830 to 2400		
	TOTAL:	\$1,622,699	\$155,743	Sunday	0830 to 2400		
ELIGIBILITY COMMITTEE?				Holidays	0830 to 2400		
MEMBERS?	NET OPERATING COST:		\$1,463,956	CALL-INS:	min 1/2 hour, max 7 days	x 7 days	
medical/health professional	Provincial Share		\$917,913	METHODS:			
	Municipal Share		\$546,043	Registration	computer assisted	72	
REGISTRATION REQUIRED? yes	Donations			Reservations	computer assisted	72	
REGISTRATION CARDS? yes				Scheduling	manually		
WAITING LIST? no	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?	Eligible - Wheelchair	57,810		FARE STRUCTURE:			
	- Ambulatory	65,190		0	Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:	Aftendants/Companions	8,559		Adult			
Eligible - Wheelchair 1,500 47%	% Other (not eligible)			Child	\$1.20		
- Ambulatory 1,700 53%	% TOTAL:	123,000		Student \$	\$1.20		
- Temporary				Senior	\$1.20		
Aftendants/Companions	TRIP TYPES:			Attendant \$	\$1.20		
Other (not eligible)	Subscription			Companion \$	\$1.20		
TOTAL: 3,200	Prebooked			Other	\$1.20		
	Reservation			OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response						
every 2 or 3 years	UNACCOMMODATED TRIP REQUESTS:	PEQUESTS:	4,173	4,173 COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT		
WED IF SPACE?	CANCELLED TRIPS:		26,923	Conventional Hours	shorter		
VISITORS ELIGIBLE? yes	NO-SHOWS:		2,371	Fare Structure	same		

	VEHICLES											EMPLOYEES	EES		
				Whe	Wheelchair	Ambulatory	thory	Ave	Average	ANNUAL KILOMETRES:					
	VEHICLE TYPES:	Z	Number	3	Capacity	3	Capacity		Age	Revenue		NUMBER OF	NUMBER OF EMPLOYEES:		
	S-Wadon/Sedan									Total	561,521		Full Time	Part Time	ille
	Modified Vans		4				က		*	ANNUAL HOURS:		Operators	8		ន
	Small Buses									Revenue	53,478	Office	9		4
	Purpose-Built		17				က		-	Total	53,478	Mainten.			
	Other											Admin.	ო		4-
	TOTAL VEHICLES	S	72							CATED SERV	щ,	Volun.	8		28
	:									AVALABLES	,	2	3		3
	Ownership:	8	intracted	contracted operator											
	Maintenance:	8	operator							NO. OF OPERATORS:		Snecialized	8		-
	EI EET DISTRIBUTION.	Š								PAYMENT METHOD:		Conventional		ATU Local 741	
_		9	9	11-0	2.4	46	9	9-12	12+	(se flat rate bounty per km etc.)					
	Peak Day	3 8	1 2	15	1 8	15				per hour		MAXIMUM W	MAXIMUM WAGE RATES:		
	Saturday	LC.	ហ	ı.c	4	4	4	4					Specialized		Conventional
	Sunday	ເດ	ເດ	ഹ	4	4	4	4		PAYMENT VERIFICATION:		Operators	\$8.00	8	\$17.00
	Holidays	4	4	4	က	က	က	က				Maintenance	\$9.50	S	
	PERFORMANCE INDIC	CE	IND		ATORS										
	FINANCIAL:					S	SERVICE:					SERVICE U	SERVICE UTILIZATION:		
	R/C = Op.Revenue/Op.Cost	D.Cost			%9.6	Reg	Registrants/Capita	Capita			0.0107	Trips/Hour			230
	Net Operating Cost/Capita	apita			\$4.88	Ren	Revenue Vehicle Hours/Capita	hicle Hk	ours/Cap	zic	0.1783	Kliometres/Hour	tour		
	Municipal Net Cost/Capita	apita			\$1.82	Trip	Trips/Capita				0.4100		Average Kilometres/Trip		-
	Share of Net Cost					Tri	Trips by Non-Dedicated Service	-Dedic	nted Ser	vice		Trips/Registrant	rant		38.44
	- Provincial				83%							Unaccommo	Unaccommodated Trip Requests	Ŋ	3.39%
	- Municipal				37%	5	EFFECTIVENESS:	NESS:				Cancellations	sa.		21.89%
	(incl. donations)					Š	Cost/Trip	٩	- Dedicated		\$13.19	No-Shows			1.33%
								Ž	- Non-Dedicated	zated					
	EFFICIENCY (Dedicated Service Only):	ted Ser	rvice On	ıly):								VEHICLEU	VEHICLE UTILIZATION (Dedicated Service Only):	ated Service	Ouly):
_	Cost/Hour			07	\$30.34	3	LABOUR PRODUCTIVITY:	SODOC	TIMITY:			Revenue Hours/Vehicle	urs/Vehicle		2,547
	Cost/Kilometre					Ŧ	Hours/Operator	ator			1,698	Kilometres/Vehicle	/ehicle		
	Maintenance Cost/Kilometre	ometre													
j										82					

		SEDIACE OPERATED BY.						
		Schvice or envired by:	המח-מיסות מיקשתוב		SERVICE STARTED IN:	October 1	1990	
Manitouwadge		MUNICIPAL CONTACT:	Ken Taniwa		POPULATION SERVED:		4,700	
Handi Iransit			(807) 826-3227		SERVICE AREA (ha):		37,297	
		OPERATIONS CONTACT:	Judy Kirwan		ADVISORY COMMITTEE?	×	yes	
			(807) 826-3090		NUMBER OF MEMBERS:		7	
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door		
Unable to Board	×	:	Oper. Cost	Revenue	HOURS OF SERVICE:			
Other Other	×	Dedicated Non-Dedicated	\$45,385		Weekdays	0800 to 1700		
		TOTAL	\$45,985	\$4,499	Sunday			
MEMBERS?	2	NET OPERATING COST:		\$41 486	Holidays	in and a second		
advisory committee		Provincial Share		\$20,492	\$20,492 METHODS:	Since mini, no max		
		Municipal Share		\$20,986	Registration	manually		
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually		
REGISTRATION CARDS?	2				Scheduling	manually		
WAITING LIST?	8	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchzir	487		FARE STRUCTURE:			
		- Ambulatory	1,390		Cash	Tickets/Cards	Monthly Pass	
NUMBER OF REGISTRANTS:		Attendants/Companions	158		Adult \$1.50			

\$1.50 \$1.50 Student 158 1,877

No Corv. Service No Conv. Service

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours Fare Structure

34/year 2/week 2year

UNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes Yes

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

every 2 or 3 years

VISITORS ELIGIBLE?

Subscription Reservation

192

RIP TYPES: Prebooked

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible) TOTAL:

- Temporary

OTHER METHODS OF PAYMENT:

Companion Attendent

Other

School Board \$3.70/per trip

\$1.50 \$1.50

Senior

Other (not eligible)

FOTAL:

33% 13% 20%

\$ 24

	Wheelchair Number Capacity						EMPLOYEES	
		- Inhair				_		
		BICTEUR	Ambulatory	Average	ANNUAL KILOMETRES:	_		
		Capacity	Capacity	A08	Revenue	7,626	7,626 NUMBER OF EMPLOYEES:	
					Total	7,523	Full Time	Part Time
					ANNUAL HOURS:		Operators 1	
					Revenue		Office	
	-			ო	Total	513	Mainten.	
							Admin.	
	-				IS NON-DEDICATED SERVICE		Volun. 4	
					AVAILABLE? no		TOTAL 5	
	non-profit organiz							
	operator				NO. OF OPERATORS:		UNIONS:	
							Specialized no	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
6-9	9-11 11-2	24	6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 1	-	-			flat rate per trip		MAXIMUM WAGE RATES:	
Saturday							Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators \$8.84	
Holidays							Maintenance	
PERFORMANCE INDIC	INDICATORS	RS						
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	
R.C = Op.Revenue/Op.Cost		9.8%	Registrants/Capita	apita		0.0409	Trips/Hour	
Net Operating Cost/Capita	•	\$8.83	Revenue Vet	Revenue Vehicle Hours/Capita	pita		Kilometres/Hour	
Municipal Net Cost/Capita		\$4.47	Trips/Capita			0.3994	Average Kilometres/Trip	4.06
Share of Net Cost			Trips by Non-	Trips by Non-Dedicated Service	Nice		Trips/Registrant	9.78
- Provincial		20%					Unaccommodated Trip Requests	
- Municipal		20%	EFFECTIVENESS:	ÆSS:			Cancellations	
(ind. donations)			Cost/Trip	- Dedicated	***	\$24.50	No-Shows	
				- Non-Dedicated	cated			
EFFICIENCY (Dedicated Service Only):	rice Only):						VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Cost/Hour			LABOUR PR	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	
Cost/Kilometre		\$6.03	Hours/Operator	Ď			Kilometres/Vehicle	7,626
Maintenance Cost/Kilometre		\$0.17						

	81				
SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	N: June	1983
MUNICIPAL CONTACT:	D.F. Gordon		POPULATION SERVED:	Ä	150,000
	(416) 475-4888		SERVICE AREA (ha):		9,040
OPERATIONS CONTACT:	D.F. Gordon		ADVISORY COMMITTEE?	压?	yes
	(416) 475-4888		NUMBER OF MEMBERS:	HS:	80
FINANCIAL			SERVICE		
OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	door to door	
	Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Dedicated	\$364,649		Weekdays	0700 to 2200	
Non-Dedicated	\$171,851		Saturday	0000 to 0000	
TOTAL	\$526,500	\$37,800	Sunday	0300 to 2000	
			Holidays	0900 to 2000	
NET OPERATING COST:		\$488,700	\$488,700 CALL-INS:	no min, no max	
Provincial Share		\$251,234	\$251,234 METHODS:		
Municipal Share		\$237,466	Registration	manually	
Donations			Reservations	manually	
			Scheduling	manually	
ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
Eligible - Wheelchair	5,596	7,632	FARE STRUCTURE:		
- Ambulatory	6,637	6,310		Cash Tickets/Cards	Monthly Pass
Attendants/Companions	787	35.	Adult	\$1.50 10\$12.50	\$49.95
Other (not eligible)			Chid	\$1.50	\$49.95
TOTAL	12,233	13,942	Student	\$1.50	\$49.95
			Senior	\$1.50	\$49.35
TRIP TYPES:			Attendant	\$1.50	\$49.95
Subscription			Companion	\$1.50	\$49.35
Prebooked			Other	\$1.50	\$49.35
Reservation			OTHER METHODS OF PAYMENT:	AYMENT:	
Demand-Response				TOTAL TANODES	
UNACCOMMODATED TRIP REQUESTS:	EQUES IS:		COMPARISON WITH CA	COMPARISON WITH CONVENTIONAL THANSIT	

yes

REGISTRATION REQUIRED?

advisory committee

MEMBERS?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

8

2

ELIGIBILITY COMMITTEE?

28% 53% 19%

257 478

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Attendants/Companions

Other (not eligible)

TOTAL:

- Ambutatory - Temporary 806

Mobility Bus Service

Markham

LOCAL ELIGIBILITY CRITTERION:

Unable to Board

Unable to Use

Other

REGISTRANTS

(0) 10 10 10 10 10

longer same

Conventional Hours Fare Structure

1,500 35

CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

annually

VISITORS ELIGIBLE?

NO-SHOWS:

88

× 1 1 0 1 1 0							EMPLOYEES	in S	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES: N	Number	Capacity	Capacity	Age	Revenue	144,168	144,168 NUMBER OF EMPLOYEES:	IPLOYEES:	
S-Wagon/Sedan					Total	165,511		Full Time	Part Time
Modified Vans					ANNUAL HOURS:		Operators	4	ო
Small Buses	2	4	9	ო	Revenue	8,362	Office	-	4
Purpose-Built	က	7	9	3.3	Total	9,620	Mainten.		
Other							Admin.		ო
TOTAL VEHICLES	ည				IS NON-DEDICATED SERVICE		Volun.		
					AVAILABLE? yes		TOTAL	ည	Ξ
Ownership: п	nunicipality	municipality/contracted operator	ator						
Maintenance: п	municipality				NO. OF OPERATORS:	-	UNIONS:		
							Specialized	CUPE Local 1219	al 1219
PLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	2	
6-9	9-11	11-2 2-4	9-9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 2		4			meter rate		MAXIMUM WAGE RATES:	E RATES:	
Saturday	-	-	•					Specialized	Comy
Sunday	-	4			PAYMENT VERIFICATION:		Operators	\$15.79	\$15.45
Holidays	-	1			signed by passengers		Maintenance	\$17.56	\$21.45
PERFORMANCE INDICATORS	INDIC	CATORS							
FINANCIAL:			SERVICE				SERVICE UTILIZATION:	IZATION:	
R/C = Op. Revenue/Op. Cost		72%	Registrants/Capita	s/Capita		0.0061	Trips/Hour		1.46
Net Operating Cost/Capita		\$3.26	Revenue /	Revenue Vehicle Hours/Capita	apita	0.0557	Kilometres/Hour	h	1724
Municipal Net Cost/Capita		\$1.58	Trips/Capita	121		0.1745	Average Kilometres/Trip	etres/Trip	11.79
Share of Net Cost			Trips by N	Trips by Non-Dedicated Service	avice	53%	Trips/Registrant	t eri	28.83
- Provincial		51%					Unaccommoda	Unaccommodated Trip Requests	
- Municipal		49%	EFFECTIVENESS:	ÆNESS:			Cancellations		5.73%
(incl. donations)			Cost/Trip	- Dedicated	Q	\$28.99	No-Shows		2.06%
				- Non-Dedicated	licated	\$1233			
EFFICIENCY (Dedicated Service Only):	ervice Only	÷					VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$42.41	LABOUR	LABOUR PRODUCTIVITY:	2:		Revenue Hours/Vehicle	s/Vehicle	1,672
Cost/Kilometre		\$2.46	Hours/Operator	erator		1,520	Kilometres/Vehicle	icle	28,834
Maintonance Coefficiomotre		60.50							

		83				
	SERVICE OPERATED BY:	private contractor	SERVICE STARTED IN:	June	1990	
Meaford	MUNICIPAL CONTACT:	G. Shaw	POPULATION SERVED:			10,000
Rotary Handi Van		(519) 538-1060	SERVICE AREA (ha):			51,800
	OPERATIONS CONTACT:	P. Doran	ADVISORY COMMITTEE?		yes	
		(519) 538-3699	NUMBER OF MEMBERS:			9
REGISTRANTS	FINANCIAL		SERVICE			

	88	
ED BY:	private contractor	SERVICE STARTE
CT:	G. Shaw	POPULATION SE
	(519) 538-1060	SERVICE AREA (h
TACT:	P. Doran	ADVISORY COMIN
	(519) 538-3699	NUMBER OF MEN
		SERVICE
IS AND F	IS AND REVENUES:	TYPE

SZ.			
contractor	SERVICE STARTED IN: Ju	June	
*	POPULATION SERVED:		
38-1060	SERVICE AREA (ha):		
	ADVISORY COMMITTEE?		
38-3636	NUMBER OF MEMBERS:		
	SERVICE		
iń	TYPE	door to door	

SERVICE STARTED IN	POPULATION SERVE	SERVICE AREA (ha):	ADVISORY COMMITTE	NUMBER OF MEMBEF	SERVICE	TYPE	HOURS OF SERVICE:	Weekdays	Saturday	Sunday	Holidays	CALL-INS:	METHODS:	Registration	Reservations	Scheduling
			,				Revenue			\$11,149		\$42,511	\$28,560	\$8,370	\$5,581	

Oper. Cost \$1,488 \$52,172 \$53,660

OPERATING COST

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

Non-Dedicated

TOTAL:

yes

ELGIBILITY COMMITTEE?

MEMBERS?

Dedicated

××

0800 to 1700

			Schedu
ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispett
Eligible - Wheelchair	1,915		FARE ST
- Ambulatory	2,209	203	
Attendants/Companions	756		Adult

RUCTURE

Non-Ded	203	
Dedicated 1,915	2,209	

Other (not eligible)

28% %69

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

FOTAL:

8

- Ambutationy - Temporary

Monthly Pass

Tickets/Cards

Cash \$1.00 \$1.00 \$1.00

min 24 hours, no max

NET OPERATING COST:

Provincial Share Municipal Share

Donations

88 88 8

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

manually manually namually manually

	Adult	Child	Student	Senior
203			203	-
502	736		,124	

\$1.00	\$1.00	\$1.00	\$1.00	OF PAYMENT:
Senior	Attendant	Companion	Other	OTHER METHODS OF PAYMENT

No Conv. Service No Conv. Service

COMPARISON WITH CONVENTIONAL TRANSIT:

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes Yes

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

every 2 or 3 years

VISITORS ELIGIBLE?

Subscription Reservation

Prebooked

88

TRIP TYPES:

Attendants/Companions

Other (not eligible)

TOTAL:

Fare Structure

Zones \$1.00 to \$5.00 Conventional Hours

50% 3% 3%

VEHICLES							EMPLOYEES	
	3	Wheelchair	Ambulatory	Амегаде	ANNUAL KILOMETRES:			
VEHICLE TYPES: N	Number	Capacity	Capacity	Age	Revenue	40,000	40,000 NUMBER OF EMPLOYEES:	
S-Wagon/Sedan					Total	40,000	Full Time	Part Time
Modified Vans					ANNUAL HOURS:		Operators	
Small Buses	-	4	9	ო	Revenue	2,080	Office	
Purpose-Built					Total	2,080	Mainten.	
Other							Admin.	
TOTAL VEHICLES	4				IS NON-DEDICATED SERVICE		Volun.	
					AVARABLE? yes		TOTAL	
Ownership: п	municipality							
	contracted out				NO. OF OPERATORS:	m	3 UNIONS:	
							Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
69	9-11 11-2		9	9-12 12+	(ie. flat rate, hourty, per km etc.)			
Peak Day	-	-			flat rate per trip		MAXIMUM WAGE RATES:	
Saturday							Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	
Holidays							Maintenance	
PERFORMANCE INDIC	INDICAT	ATORS						
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	
R.C = Op.Revenue/Op.Cost		20.8%	Registrants/Capita	apita		0.0360	TripsAtour	1.38
Net Operating Cost/Capita		\$4.25	Revenue Veh	Revenue Vehicle Hours/Capita	apita	0.2080	Kilometras/Hour	19.23
Municipal Net Cost/Capita		\$0.84	Trips/Capita			0.4327	Average Kilometres/Trip	9.70
Share of Net Cost			Trips by Non-	Trips by Non-Dedicated Service	arvice	2%	Trips/Registrant	1202
- Provincial		%29					Unaccommodated Trip Requests	
- Municipal		33%	EFFECTIVENESS:	VESS:			Cancellations	
(incl. donations)			Cost/Trip	- Dedicated	ď	\$12.65	No-Shows	
				- Non-Dedicated	licated	\$7.33		
EFFICIENCY (Dedicated Service Only):	ervice Only):						VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$25.08	LABOUR PR	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	2,080
Cost/Kilometre		\$1.30	Hours/Operator	Dr			Kilometres/Vehicle	40,000
Maintenance Cost/Kilometre	6	\$0.17						
					78			

		SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	June	1972	
Wildow								
MIGILIAY		MUNICIPAL CONTACT:	David Johnston		POPULATION SERVED:			20,000
Bruce, Grey & Huron Disability Transp.	Disability	Transp.	(519) 367-2617		SERVICE AREA (ha):			13
		OPERATIONS CONTACT:	Joseph Pickering		ADVISORY COMMITTEE?	6:	yes	
			(519) 881-2405		NUMBER OF MEMBERS:			19
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door		
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$394,655		Weekdays	0600 to 2000		
Other		Non-Dedicated			Saturday	0800 to 2200		
		TOTAL	\$394,655	\$76,390	Sunday	0800 to 1900		
ELIGIBILITY COMMITTEE?	yes				Holidays	0800 to 1700		
MEMBERS?	4	NET OPERATING COST:		\$318,265	\$318,265 CALL-INS:	no min, no max		
medical/health professional		Provincial Share		\$235,527	METHODS:			
		Municipal Share			Registration	manually		
REGISTRATION REQUIRED?	2	Donations		\$75,000	Reservations	manually		
REGISTRATION CARDS?	2				Scheduling	mamrally		
WAITING LIST?	8	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	25,463		FARE STRUCTURE:			
		- Ambulatory	8,488		Ol	Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	450		Adult	\$2.25		
Eligible - Wheelchair	25,463 75%	Other (not eligible)			Child	\$225		
- Ambulatory	8,488 25%	TOTAL:	33,951		Student	\$2.25		
- Temporary					Senior	\$2.25		
Attendants/Companions		TRIP TYPES:			Attendant \$	\$2.25		
Other (not eligible)		Subscription		22%	Companion	\$2.25		
TOTAL:	33,951	Prebooked		%89	Other	\$2.25		
		Reservation		3%	3% OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?	D2	Demand-Response		R				
		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:		
COMPANIONS ALLOWED IF SPACE?	2	CANCELLED TRIPS:			Conventional Hours	No Conv. Service		
VISITORS FLIGIBLE?	Nes	NO SHOWS:			Fare Structure	No Corry. Service		

VEHICLE TYPES Number State Ambulation Ambulati	VEHICLES									EMPLOYEES		
Capacidy Capacidy Age Pavenue Part Time Pa			Whee	Ichair	Ambulat	20	Average					
1	VEHICLE TYPES:	Number	প্র	Dacity	Sapa	À.	Age	_		NUMBER OF EMPLOYEES:		
S	S-Wagon/Sedan							Total			Part Time	
Animal	Modified Vans	13		c)		9	4	ANNUAL HOURS:				
Total	Small Buses	ເດ		4		4	4	Revenue		Office 1		-
Addition	Purpose-Built							Total		Mainten.		
AVAILABLE? No. OF OPERATORS: No. OF OPERATORS: No. OF OPERATORS: Specialized No. OPERATORS: Specialized No. OPERATORS: Specialized OPERATORS: Specialized OPERATORS: Specialized OPERATORS: Specialized OPERATORS:	Other									Admin. 1		
No. Of OPERATORS: No. Of OPERATORS: Specialized	TOTAL VEHICLES	18						IS NON-DEDICATED SERVICE		Volun.		
1-2 2-4 4-6 6-9 9-12 12 + (a. flat rate, hourly, per km etc.) ACCINICATION: Specialized no												****
A	Ownership:	non-profit	organiz									
1-2 2-4 4-6 6-9 9-12 12+ (ia. Har rate, hourly, per km etc.) AZIMUM WAGE RATES: Specialized no	Maintenance:	operator						NO. OF OPERATORS:		UNIONS:		
1-2 2-4 4-6 6-9 9-12 12+ (ia. flat ratia, hourh), per km etc.} AXIMLM WAGE RATES: 1 1 1 2 3 1 1 2 1 1 2 1 1 2 1 1 2 1												
1-2	FLEET DISTRIBUTION:							PAYMENT METHOD:		Conventional		
4 4 10 10 2 1 flat rate per trip MaxIMLM WAGE RATES: 2 2 1 PAYMENT VERIFICATION: Specialized Convent Convent A T O R S SERVICE: \$11.37 Convent A T O R S SERVICE: \$11.37 Convent A T O R S SERVICE: \$11.37 Convent 19.4% Registrants/Capita Convent Convent Convent \$6.37 Revenue Vehicle Hours/Capita Convent Convent Convent 74% Revenue Vehicle Hours/Capita Convent Convent Convent 74% Revenue Vehicle Hours/Capita Convent Convent Convent 74% Revenue Vehicle Hours/Capita Trips. Mon-Dedicated Service Convent Convent 74% EFFECTIVENESS: Convent Convent Convent 74% Convent Free FECTIVENESS: Convent 74% Convent Convent Convent 74% Convent Convent Convent 74% Convent Convent Convent 74% Conv	8		11-2	24								
1 1 2 3 1 1 2 3 1 1 2 3 1 1 2 3 1 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 3 3 3 3 3 3 3 3			4	4			-	flat rate per trip		MAXIMUM WAGE RATES:		
2 2 2 1 PAYMENT VERIFICATION: Asimtensance \$11.37 A T O R S SERVICE: SERVICE: SERVICE UTILIZATION: 19.4% Registrants/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service Trips/Registrant 7.4% EFFECTIVENESS: CosyTrip - Dedicated - Non-Dedicated Service Asimone PRODUCTIVITY: Revenue Hours/Vehicle Hours/Operator Kilometres/Vehicle Kilometres/Vehicle Kilometres/Vehicle Hours/Vehicle Kilometres/Vehicle Kilometres/Vehicle Kilometres/Vehicle			-	₩.	*-		-			Spec		ntional
3 3 2 1 2 1 A T O R S SERVICE: SERVICE SERVICE UTILIZATION: 19.4% Registrants/Capita 0.6790 Trips/Hour Nips/Hour \$6.37 Revenue Vehicle Hours/Capita African Average Kilometres/Hour Trips by Non-Dedicated Service 1 rips/Registrant 74% EFFECTIVENESS: Carcellations 26% EFFECTIVENESS: Carcellations 26% EFFECTIVENESS: Carcellations 26% FFFECTIVENESS: Carcellations 26% FFFECTIVENESS: Carcellations 26% FFFECTIVENESS: Carcellations Ann-Dedicated \$11.62 No-Shows LABOUR PRODUCTIVITY: Revenue Hours/Vehicle Hours/Operator Kilometres/Vehicle			2				4-	PAYMENT VERIFICATION:			1.37	
SERVICE: 19.4% Registrants/Capita \$6.37 Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service Trips by Non-Dedicated Service Trips by Non-Dedicated Trips by Non-Dedicated Trips By Non-Dedicated Trips By Non-Dedicated Trips Registrant Trips Registrant Unaccommodated Trip Requests Carcellations Carcellations Trips Revenue Hours/Operated Trips Revenue Hours/Operated Trips Revenue Hours/Operated Trips Revenue Hours/Operated Ritometres/Vehicle Kitometres/Vehicle			8	3	2	4-	4-			Maintenance		
SERVICE: 19.4% Registrants/Capita \$ SERVICE UTILIZATION: \$6.37 Revenue Vehicle Hours/Capita 0.6790 Trips.Hour Trips.Capita Trips.Capita 0.6790 Trips.Registrant Trips. by Non-Dedicated Service Trips.Registrant Trips. py Non-Dedicated Service Trips.Registrant Trips. py Non-Dedicated Service Trips.Registrant Trips. py Non-Dedicated Service Trips. py Non-Dedicated Service Trips. py Non-Dedicated Service Trips. py Non-Dedicated Service Orthy): LABOUR PRODUCTIVITY: Revenue Hours/Nehicle Hours/Operator Kilometres/Nehicle Kilometres/Nehicle Rilometres/Nehicle Kilometres/Nehicle Kilometres/Nehicle	PERFORMANC	EIND	ICATO	RS								
\$6.37 Revenue Vehicle Hours/Capita (19.4%) Revenue Vehicle Hours/Capita (10.6790) Trips/Hour Kilometres/Hour (10.6790) Trips/Average Kilometres/Hour (10.6790) Average (10.6790) Average Kilometres/Hour (10.6790) Average (10.6790)	FINANCIAL:				SER	VICE:				SERVICE UTILIZATION:		
\$6.37 Revenue Vehicle Hours/Capita (Giometres/Hour Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service Trips/Capita Trips by Non-Dedicated Service Trips/Capita Trips/Cap	R.C = Op.Revenue/Op.C.	St	13	9.4%	Regi	strants/Ca	pita		0.6790	Trips/Hour		
Trips/Capita Trips by Non-Dedicated Service Trips by Non-Dedicated Service Trips PRODUCTIVITY: LABOUR PRODUCTIVITY: Trips/Registrant Unaccommodated Trip Requests Cancellations Cancellations Cancellations VEHICLE UTILIZATION (Dedicated Service Only): Revenue Hours/Vehicle Hours/Operator Kilometres/Vehicle	Net Operating Cost/Capit	rd	47	6.37	Reve	nue Vehik	Ae Hours	Capita		Kilometres/Hour		
Trips by Non-Dedicated Service Trips.Registrant Vertical Concellations Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated WEHICLE UTILIZATION (Dedicated Service Onthy): Revenue Hours/Nehicle Hours/Operator Kilometres/Nehicle	Municipal Net Cost/Capit	et.			Trips	Capita			0.6790	Average Kilometres/Trip		
74% 26% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	Share of Net Cost				Trips	by Non-E	edicated:	Service		Trips/Registrant		8
26% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	- Provincial			74%						Unaccommodated Trip Requ	SSES	
Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	- Municipal			26%	HH	CTIVEN	SS:			Cancellations		
- Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	(ind. donations)				Cost	Trip	- Dedica	pen	\$11.62	No-Shows		
LABOUR PRODUCTIVITY: Hours/Operator							- Non-D	edicated			. (
LABOUR PRODUCTIVITY: Hours/Operator	EFFICIENCY (Dedicated	Service O	uly):							VEHICLE UTILIZATION (De	licated Service Only):	
Hours/Operator	Cost/Hour				Z Z	OUR PRO	DUCTIVI	7.		Revenue Hours/Vehicle		
Maintenance Cost/Glometre	Cost/Kilometre				Hour	s/Operato	موة			Kilometres/Vehicle		
	Maintenance Cost/Kilome	те										

			87				
		SERVICE OPERATED BY:	private contractors		SERVICE STARTED IN:	August	1987
Milton		MUNICIPAL CONTACT:	Bill Roberts		POPULATION SERVED:		34,000
Specialized Transit Service	rvice		(416) 878-7211		SERVICE AREA (ha):		2,900
		OPERATIONS CONTACT:	John Eldret		ADVISORY COMMITTEE?		yes
			(416) 873-1808		NUMBER OF MEMBERS:		9
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	accessible door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$42,748		Weekdays	0700 to 1800	
Other		Non-Dedicated	\$57,435		Saturday	0900 to 1700	
		TOTAL	\$100,183	\$13,949	Sunday		
ELIGIBILITY COMMITTEE?	2				Holidays		
MEMBERS?		NET OPERATING COST:		\$86,234	CALL-INS:	min 24 hours, no max	nax
eligibility determined by staff		Provincial Share		\$59,499	METHODS:		
		Municipal Share		\$26,735	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	Manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	2,263	St	FARE STRUCTURE:		
		- Ambulatory		5,739	Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult		
Eligible - Wheelchair	88 41%	Other (not eligible)			Child		
- Ambulatory	125 58%	TOTAL	2,263	5,949	Student		
- Temporary	2 1%				Senior		
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription		12%	Companion		
TOTAL	215	Prebooked		2%	Other		
		Reservation		3%	OTHER METHODS OF PAYMENT:	NT:	
HOW OFTEN IS REG. LIST SCREENED?	c.	Demand-Response		80%	<5im \$1.00, >5im \$2.50		
every 2 or 3 years		UNACCOMIMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	same	
VISITORIS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure	same	

					ш	FMPIOYEES	
VEHICLES					1		
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Nur	Number Capacity	Capacity	Age	Revenue	2		Part Time
S-Wadon/Sedan				ומפו		1	
Modified Vans	1 2	ო	ო	ANNUAL HOUFS:		Operators) -
Small Buses				Revenue			
41110				Total	3,177	Maurien.	,
Str. Communication	er.	2	S			Admin.	,
Calca				IS NON-DEDICATED SERVICE		Volun.	
TOTAL VEHICLES	4			AVAILABLE? yes		TOTAL 1	ın
Ownership: con	contracted operator				•		
ò	operator			NO. OF OPERATORS:	2	3 UNIONS.	
						Specialized	
				PAYMENT METHOD:	_	Conventional	
FLEET DISTRIBUTION:		0	40 40.	Go flat rate bounty per km etc.)			
6 6	911 11-2 24	Bl	151	(ice interested to the control of th	_=	MAXIMIM WAGE BATES:	
Peak Day 3	0	ო		meter rate	•	Specialized	Conventional
Saturday 2	2 2 2	2					
Sinday				PAYMEN! VEHILICALION:		Cheramis	
Holidavs				sign receipt		Maintenance	
DEBEORMANCE INDICATORS	INDICATORS						J
		!				SEDVICE ITTE IZATION:	
FINANCIAL:		SERVICE			0	Timeline	0.72
R.C On Revenue/On.Cost	13.3%	Registrants/Capita	Sapita		0.0003	inoursain i	;
Circ China Control of the	25 62	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.0920	Kiometres/Hour	
Nei Operating Concapita	60.79	Trins/Capita			0.2415	Average Kilometres/Trip	
Municipal Net Cost Capita			Podiement C.	ouive ou	72%	Trips/Registrant	38.20
Share of Net Cost		THE DY NOT	inps by nar-Deutalieu service			Insummentated Trip Requests	
- Provincial	%69					Caecolotions	
- Municipal	31%	EFFECTIVENESS:	NESS:		97.0	Calculation	
(incl donations)		Cost/Trip	- Dedicated	×	218.00	NO-SHOWS	
			- Non-Dedicated	dicated	\$9.65		-
CETTOTE NO (Dodiested Service Only)*	nine Only).					VEHICLE UTILIZATION (Dedicated Service Unity).	
Errollino (Deutaire)	412 E7	I ABOUR PE	LABOUR PRODUCTIVITY:	22		Revenue Hours/Vehicle	78/
Costundar		Hours Onorator	attor		123	Kilometres/Vehicle	
Cost/Kilometre							
Maintenance Cost/Kilometre				000			

			88				
		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	October	1981
Newcastle		MUNICIPAL CONTACT:	Marie Marano		POPULATION SERVED:		50.000
Handi Transit Inc.			(416) 623-3379		SERVICE AREA (ha):		57.590
		OPERATIONS CONTACT:	Doug Manuel		ADVISORY COMMITTEE?		yes
			(416) 571-1222		NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITTERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	accessible door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$119,460		Weekdays	0730 to 1730	
Other		Non-Dedicated			Saturday		
		TOTAL:	\$119,460	\$11,306	Sunday		
ELIGIBILITY COMMITTEE?	2				Holidays		
MEMBERS?		NET OPERATING COST:		\$108,154	CALL-INS:	min 1 hour, max 3 days	davs
eligibility determined by staff		Provincial Share			METHODS:		
		Municipal Share			Registration	manually	
REGISTRATION REQUIRED?	9	Donations			Reservations	manually	
REGISTRATION CAPDS?	2				Scheduling	manually	
WAITING LIST?	92	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	Manually	
WAITING ON LIST?		Eligible - Wheelchair	2,107		FARE STRUCTURE:	ì	
		- Ambulatory			Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	118		Adult		
Eligible - Wheelchair		Other (not eligible)			Child		
- Ambulatory		TOTAL	2,107		Student		
- Temporary					Senior		
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription			Companion		
TOTAL:		Prebooked			Other		
		Reservation			OTHER METHODS OF PAYMENT:	Ë	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response			zone fares, monthly billing, agency contracts	ency contracts	
		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:	2	COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		3	Conventional Hours		
VISITORS ELIGIBLE?	Yes	NO-SHOWS:			Fare Structure		

VEHICLES						EMPLOYEES	T C	
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES: Number	Capacity	Capacity	Age	Revenue	75,000	75,000 NUMBER OF EMPLOYEES:	APLOYEES:	
S-Wagon/Sedan				Total	75,000		Full Time	Part Time
Modified Vans 3	ın	2	7	ANNUAL HOURS:		Operators	**	
Small Buses				Revenue	2,239	Office	ო	V
Purpose-Built				Total	2,761	Mainten.		
Other						Admin.	***	-
TOTAL VEHICLES 3				IS NON-DEDICATED SERVICE		Volun.		
				AVALABLE? no		TOTAL	5	2
Ownership: non-profit organiz	zina							
Maintenance: contracted out				NO. OF OPERATORS:		UNIONS:		
						Specialized	Teamsters	Teamsters Local 938
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional		
6-9 9-11 11-2	-5 24	46 69 9-12	2 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 3 3		ო		flat rate per trip		MAXIMUM WAGE RATES:	E RATES:	
Saturday							Specialized	Conventional
Sunday				PAYMENT VERIFICATION:		Operators	\$1221	
Holidays						Maintenance		
PERFORMANCE INDICATORS	ATORS							
FINANCIAL:		SERVICE:				SERVICE UTILIZATION:	IZATION:	
R/C = Op.Revenue/Op.Cost	9.5%	Registrants/Capita	pita			Trips/Hour		260
Not Operating Cost/Capita	\$2.16	Revenue Vehicle Hours/Capita	de Hours/Ca	pita	0.0448	Kilometres/Hour		33.50
Municipal Net Cost/Capita		Trips/Capita			0.0421	Average Kilometres/Trip	tres/Trip	35.60
Share of Net Cost		Trips by Non-Dedicated Service	edicated Se	rvice		Trips/Registrant		
- Provincial						Unaccommoda	Unaccommodated Trip Requests	%60.0
- Municipal		EFFECTIVENESS:	:SS:			Cancellations		7.26%
(incl. donations)		Cost/Trip	- Dedicated		\$56.70	No-Shows		
			- Non-Dedicated	cated				
EFFICIENCY (Dedicated Service Only):						VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour	\$53.35	LABOUR PRODUCTIVITY:	DUCTIVITY			Revenue Hours/Vehicle	Nehicle	746
Cost/Kilometre	\$1.59	Hours/Operator	_		2,239	Kilometras/Vehicle	cle	25,000
Maintenance Cost/Kilometre								

		91				
	SERVICE OPERATED BY:	municipality	SERVICE STARTED IN:	December	1981	
Newmarket	MUNICIPAL CONTACT:	James M. Barber	POPULATION SERVED:			43,000
Newmarket Transit		(416) 895-5193	SERVICE AREA (ha):			3,626
	OPERATIONS CONTACT:	James M. Barber	ADVISORY COMMITTEE?		9	
		(416) 895-5193	NUMBER OF MEMBERS:			
OH TO TO L	TA COM A MILE		n CI V a n a			

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SERVIC	
FINANCIAL	
	FINANCIAL SERVICE

OPERATIONS CONTACT: James M. Barber	James M. Barber	ADVISORY COMMITTEE?	92
	(416) 895-5193	NUMBER OF MEMBERS:	
FINANCIAL		SERVICE	
OPERATING COSTS AND REVENUES:	EVENUES:	TYPE:	curb to curb

	NUMBER OF MEMBERS:	SERVICE	TYPE: curb to curb
Adillos Mr. Doll Doll	416) 895-5193	S	ENUES:

ADVISOR COMMITTEE:	NUMBER OF MEMBERS:	SERVICE	- Section 1
ě	8		

	curb to curb		0800 to 1800	0900 to 1600			min 24 hours, max 1		computer assisted
SERVICE	TYPE	HOURS OF SERVICE:	Weekdays	Saturday	Sunday	Holidays	\$150,962 CALL-INS:	\$113,569 METHODS:	Registration
		Revenue			\$38,077		\$150,962	\$113,569	\$37,383
		ded							

Oper. Cost

\$189,039 \$189,039

Non-Dedicated

Dedicated TOTAL:

×

OCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

REGISTRANTS

Bune	GRIUG HOURS OF SERVICE	0000
	Weekdays	080
	Saturday	0060
8,077	Sunday	
	Holidays	
0,962	0,962 CALL-INS:	min 2
3,569	3,569 METHODS:	
7,383	Registration	сош
	Reservations	ф
	Scheduling	сош
-Ded	Dispatching	dwoo
	FARE STRUCTURE:	

NET OPERATING COST:

2

Provincial Share Municipal Share

Donations

98 8 0

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

sligibility determined by staff ELGIBILITY COMMITTEE?

MEMBERS?

4 days

Cash 1	Adult	
	FARE STRUCTURE:	
d W O	Dispatching	Non-Ded.
dшоо	Scheduling	
ф	Reservations	
ф	Registration	\$37,383
	\$113,569 METHODS:	\$113,569
7 19111	\$130,30¢ CML-1865.	200,0014

Dedicated

ANNUAL ONE-WAY TRIPS:

2,281 23,951 2283 26,232

Attendants/Companions - Ambulatory Eligible - Wheelchair

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Other (not eligible)

TOTAL:

Subscription Reservation

TRIP TYPES: Prebooked

Attendants/Companions

Other (not eligible) TOTAL:

- Ambulatory - Temporary

nter assisted ther assisted nter assisted

\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25
Adult	Child	Student	Senior	Attendent	Companion

Monthly Pass

rckets/Cards

\$1.25	\$1.25	\$1.25	\$1.25	

750 COMPARISON WITH CONVENTIONAL TRANSIT:

INACCOMMODATED TRIP REQUESTS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

every 2 or 3 years

CANCELLED TRIPS: Demand-Response

NO-SHOWS:

yes

VISITORS ELIGIBLE?

Conventional Hours Fare Structure

S

61% OTHER METHODS OF PAYMENT: subscription service \$1.00/trip

Other

different, \$.90 longer

VEHICLES							EMPLOYEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETPIES:			
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	62,011	NUMBER OF EMPLOYEES:	
S-Wagon/Sedan					Total	62,011	Full Time	Part Time
Modified Vans					ANNUAL HOURS:		Operators 2	***
Small Buses	8	9	g	7	Revenue	5,119	Office 1	
Purpose-Built	-	9	Q	ო	Total	5,384	Mainten.	
Other							Admin. 1	
TOTAL VEHICLES	8				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? no		TOTAL 4	**
Ownership:	municipality							
Maintenance:	contracted out	5			NO. OF OPERATORS:		UNIONS:	
							Specialized no	
FLEET DISTRIBUTION:			•		PAYMENT METHOD:		Conventional	
46	6-9 9-11 1		69	9-12 12+	(ie. flat rate, hourty, per km etc.)			
Peak Day	2	2 2					MAXIMUM WAGE RATES:	
Saturday	*-	-					Specialized	Conventional
Sunday					PAYMENT VERIFICATION:			\$14.28
Holidays							Maintenance	
PERFORMANCE INDICA	E INDIO	ATORS						
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	
RC = Op.Revenue/Op.Cost	too:	20.1%	Registrants/Capita	Sapita Sapita			Trips/Hour	5.12
Net Operating Cost/Capita	缸	\$3.51	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.1190	Kilometres/Hour	1211
Municipal Net Cost/Capita	n	\$0.87	Trips/Capita			0.6100	Average Kilometres/Trip	236
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	Brvice		Trips/Registrant	
- Provincial		75%					Unaccommodated Trip Requests	2.86%
- Municipal		25%	EFFECTIVENESS:	MESS:			Cancellations	0.38%
(incl. donations)			Cost/Trip	- Dedicated	72	\$721	No-Shows	0.19%
				- Non-Dedicated	licated			
EFFICIENCY (Dedicated Service Only):	Service Only)						VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$36.93	LABOUR PF	LABOUR PRODUCTIVITY:	٠		Revenue Hours/Vehicle	1,706
Cost/Kilometre		\$3.05	Hours/Operator	itor		2,048	Kilometras/Vehicle	20,670
Company Company	0.00	\$0.46						

SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	7761 ylul	
MINICIPAL CONTACT:	T. Librock		POPULATION SERVED:		74,633
	C 44 050 (344)		CEDVICE ABEA (ha).		21.165
	(410) 220-11/3				
OPERATIONS CONTACT:			ADVISORY COMMITTEE?	yes	
			NUMBER OF MEMBERS:	2.6	7
FINANCIAL			SERVICE		
OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	व्याक का द्याक	
	Oper. Cost	Revenue	HOURS OF SERVICE:		
Dedicated	\$183,628		Weekdays	0800 to 2300	
Non-Dedicated			Saturday	0800 to 1700	
TOTAL:	\$183,628	\$20,436	Sunday	0800 to 1700	
			Holidays	0800 to 1700	
NET OPERATING COST:		\$163,192	\$163,192 CALL-INS:	min 48 hours, max 30 days	days
Provincial Share		\$88,590	METHODS:		
Municipal Share		\$74,602	Registration	computer assisted	
Donations		\$9,223	Reservations	computer assisted	
			Scheduling	computer assisted	
ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted/manual	nual
Eligible - Wheelchair	8,195		FARE STRUCTURE:		
- Ambulatory	4,000		0,	Cash Tickets/Cards N	Monthly Pass
Attendants/Companions			Adult	\$1.20 20/\$24.00	
Other (not eligible)			Child		
	2000		Cristons		

X

ELIGIBILITY COMMITTEE?

MEMBERS?

×

LOCAL ELIGIBILITY CRITERION:

Unable to Board Unable to Use

Other

REGISTRANTS

Niagara Falls

Chair-A-Van

88 yes

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

345 COMPARISON WITH CONVENTIONAL TRANSIT:

OTHER METHODS OF PAYMENT:

Companion Attendant Senior Student

12,195

longer same

Conventional Hours Fare Structure

1,88,1 430

NACCOMMODATED TRIP REQUESTS:

IO-SHOWS:

X 38

Demand-Response ANCELED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

annually

VISITORS ELIGIBLE?

RIP TYPES: Subscription Reservation

Attendants/Companions

Other (not eligible) TOTAL:

- Ambulatory - Temporary

TOTAL:

33% 61%

227 358

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Prebooked

585

00.000							EMPLOYEES	
V E E I C L E S	W	Wheelchair	Ambulatory	Awarape	ANNUAL KILOMETRES:			
VEHICLE TYPES: Number		Capacity	Capacity	Age	Revenue		NUMBER OF EMPLOYEES:	
S-Wagon/Sedan					Total	99,227		Part Time
Modified Vans	-	က	ო	9	ANNUAL HOURS:		Operators 2	เก
Small Buses	2	4	4	-	Revenue	6,426	Office 1	
Purpose-Built					Total	6,426	Mainten.	
Other							Admin.	
TOTAL VEHICLES	m				IS NON-DEDICATED SERVICE			
					AVAILABLE? yes		TOTAL 3	ເດ
Ownership: trans	transit commission	<u>c</u>						
Maintenance: trans	transit commission	Ē			NO. OF OPERATORS:			
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional ATU Local 1582	1582
6-9	9-11 11-2	24	9 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
		2		-	flat rate per trip		MAXIMUM WAGE RATES:	
Saturday 1	**	•	1 1	-			S	Conventional
Sunday 1	-	-	+	-	PAYMENT VERIFICATION:		Operations \$15.00	\$16.25
Holidays 1	1 1	-	-				Maintenance	\$18.33
PERFORMANCE INDICATORS	NDICAT	ORS						
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	
R/C = Op. Revenue/Op. Cost		11.1%	Registrants/Capita	apita		0.0078	Trips/Hour	130
Net Operating Cost/Capita		\$2.19	Revenue Vel	Revenue Vehicle Hours/Capita	apita	0.0861	Kilometres/Hour	15.44
Municipal Net Cost/Capita		\$1.00	Trips/Capita			0.1634	Average Kilometres/Trip	8.14
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	ervice		Trips/Registrant	20.85
- Provincial		51%					Unaccommodated Trip Requests	2.83%
- Municipal		49%	EFFECTIVENESS:	NESS:			Cancellations	15.18%
(incl. donations)			Cost/Trip	- Dedicated	X	\$15.06	No-Shows	3.53%
				- Non-Dedicated	dicated			
EFFICIENCY (Dedicated Service Only):	ice Only):						VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$28.58	LABOUR PR	LABOUR PRODUCTIVITY:	4		Revenue Hours/Vehicle	2,142
Cost/Kilometre		\$1.85	Hours/Operator	ttor		1,428	Kilometres/Vehicle	33,075
Maintenance Cost/Kilometre		\$0.20						
					2			

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	October	1990
Nickel Centre		MUNICIPAL CONTACT:	Ross Anderson		POPULATION SERVED:		11,815
Transportation for			(705) 633-2771		SERVICE AREA (ha):		43,254
Physically Disabled		OPERATIONS CONTACT:			ADVISORY COMMITTEE?		yes
					NUMBER OF MEMBERS:		0
REGISTRANTS		FINANCIAL			SERVICE		
OCAL ELIZABILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	curb to curb	
I Inable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$61,415		Weekdays	0800 to 1530	
Other		Non-Dedicated			Saturday		
		TOTAL	\$61,415	\$32,248	Sunday		
ELIGIBILITY COMMITTEE?	2				Holidays		
MEMBERS?		NET OPERATING COST:		\$29,167	CALL-INS:	min 24 hours, no max	XB.
eligibility determined by staff		Provincial Share		\$29,167	METHODS:	:	
		Municipal Share			Registration	manually	
REGISTRATION REQUIRED?	yes	Donations		\$31,234	Reservations	mannally	
REGISTRATION CARDS?	, 2:				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WATING ON LIST?	!	Eligible - Wheelchair			FARE STRUCTURE:		
		- Ambulatory			OI	Cash Tickets/Cards	Monthly Pass
NI MARER OF REGISTRANTS:		Attendants/Companions			Adult	\$200	
Fisible - Wheektair	20 32%	Other (not eligible)			Child	\$2.00	
Ambusham.		TOTAL	1,540		Student \$	\$2.00	
- Temporary					Senior	\$200	
Attendante Companione		TRIP TYPES:			Attendent \$	\$2.00	
Other (not elinible)		Subscription			Companion \$	\$2.00	
	62	Prebooked			Other		
	}	Reservation			OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response					
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL I HANSII.	ENTIONAL I HANSII.	
COMPANIONS ALLOWED IF SPACE?	y 88	CANCELLED TRIPS:			Conventional Hours	longer	
	. 2	NO CHOME:			Fare Structure	Same	

Wheelchair Ambulatory Amerage Annual KLOMETRES: Annual KLOMETRES: Annual KLOMETRES: Annual KLOMETRES: Annual Hours: 2,000 Capacity Capacity Total Annual Hours: 2,000 Capacity Total Annual Hours: 2,000 Capacity Capac	VEHICLES					EMPLOYEES	
Number Capacity Capacity Age Pavenue International		Wheelchair	Ave				
1 5 4 Total 2,000 1						NUMBER OF EMPLOYEES: Full Time	Part Time
1 5 4 Total Revenue 2,000 1 1 1 1 1 1 1 1 1	S-Wagon/Sedan			AANINIA UOLIDE:			
1 5 4 Total 2,000	Modified Vans			ANNUAL HOURS.	000	Charles of the Charle	
1 5 4 Total 2,000	Small Buses			Revenue	2,000	8	
### AVALABLE?	Purpose-Built		4	Total	2,000	Mainten.	
### SERVICE No. of OPERATORS: No. of OPERA	Other					Admin.	
AVALABLE? NO OF OPERATORS: NO OF OPERATORS: NO OPERATORS: NO OF OPERATORS:	TOTAL VEHICLES	+		IS NON-DEDICATED SERVICE		Volun.	
### Trips by Non-Dedicated Service Only): #### Service Only): #### Boour Processor: ###################################						TOTAL	
No. Of OPERATORS: U.		unicipality				!	
PAYMENT METHOD: PAYMENT METHOD: PAYMENT METHOD: PAYMENT WERIFICATION: PAYMENT VERIFICATION:		perator		NO. OF OPERATORS:		UNIONS:	
PAYMENT METHOD: PAYMENT METHOD: PAYMENT METHOD: PAYMENT METHOD: PAYMENT WERIFICATION: PAYMENT VERIFICATION: PAYM						Specialized	
9 9-11 11-2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) Machine	FLEET DISTRIBUTION:			PAYMENT METHOD:		Conventional	
A T O R S SERVICE: 52.5% Registrants/Capita \$2.47 Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator - Hours/Operator - Hours/Operator	6.9	11-2	6-9 9-12				
A T O R S SERVICE: 52.5% Registrants/Capita \$2.47 Revenue Vehicle Hours/Capita Trips/Capita Tr						MAXIMUM WAGE RATES:	
A T O R S SERVICE: 52.5% Registrants/Capita \$2.47 Revenue Vehicle Hours/Capita Trips Capita Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator Hours/Operator Hours/Operator	Saturday					Specialized	Conveniona
A T O R S SERVICE: \$2.5% Registrants/Capita \$2.47 Revenue Vehicle Hours/Capita Trips.Capita Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator Hours/Operator	Sunday			PAYMENT VERIFICATION:		Operators	
SERVICE: 52.5% Registrants/Capita \$2.247 Revenue Vehicle Hours/Capita Trips.Capita Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator - Hours/Operator	Holidays					Maintenance	
SERVICE: service of the cost o	PERFORMANCE						
vertue/Op.Cost 52.5% Registrants/Capita 0.0052 g Cost/Capita \$2.47 Revenue Vehicle Hours/Capita 0.1683 rt Cost/Capita Trips/Capita 0.1303 Cost Trips by Non-Dedicated Service 0.1303 rail 50% EFFECTIVENESS: varations - Dedicated real \$30.71 LABOUR PRODUCTIVITY: real Hours/Operator	FINANCIAL:		SERVICE:			SERVICE UTILIZATION:	
\$2.47 Revenue Vehicle Hours/Capita 0.1653 Trips.Capita Trips.Capita 1.1303 Trips.Capita 1.1303 Trips.Capita 1.1303 Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - N	R.C On Beverue/Op.Cos		Registrants/Capita		0.0052	Trips/Hour	0.77
Trips.Capita Trips by Non-Dedicated Service 50% 50% EFFECTIVENESS: CostTrip - Dedicated - Non-Dedicated	Net Operating Cost/Capita		Revenue Vehicle Hours	Capita	0.1693	Klometres/Hour	
50% EFFECTIVENESS: 50% EFFECTIVENESS: CosvTrip - Dedicated - Non-Dedicated	Municipal Net Cost/Capita		Trips/Capita		0.1303	Average Kilometres/Trip	
50% 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated vice Only): \$30.71 LABOUR PRODUCTIVITY: Hours/Operator	Share of Net Cost		Trips by Non-Dedicated	Service		Trips/Registrant	24.84
So% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated	- Provincial	20%				Unaccommodated Trip Requests	
Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Solicated - Non-So	- Municipal	20%	EFFECTIVENESS:			Cancellations	
- Non-Dedicated vice Only): \$30.71 LABOUR PRODUCTIVITY: Hours/Operator	(incl. donations)			petz	\$39.88	No-Shows	
vice Only): \$30.71 LABOUR PRODUCTIVITY: Hours/Operator			·	edicated			
\$30.71 LABOUR PRODUCTIVITY: Hours/Operator	EFFICIENCY (Dedicated St	ervice Only):				VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Hours/Operator	Cost/Hour		LABOUR PRODUCTIV	יאני		Revenue Hours/Vehicle	2,000
	Cost/Kilometre		Hours/Operator			Klometres/Vehicle	
Marineranos Costaniometre	Maintenance Cost/Kilometre	8					

municipality

SERVICE OPERATED BY:

1982

July

SERVICE STARTED IN:

Para-Bus						
		(705) 474-4340		SERVICE AREA (ha):		8,700
	OPERATIONS CONTACT:	Betty Gifford		ADVISORY COMMITTEE?	E? yes	
		(705) 476-5530		NUMBER OF MEMBERS:	ió.	01
REGISTRANTS	FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	EVENUES:	•	TYPE:	and to curb	
Unable to Board X		Oper. Cost	Revenue	HOURS OF SERVICE:		
Unable to Use	Dedicated	\$363,138		Weekdays	0730 to 2230	
Other	Non-Dedicated	\$10,282		Saturday	0830 to 1630	******
	TOTAL	\$373,420	\$59,646	Sunday		
ELIGIBILITY COMMITTEE? no				Holidays		
MEMBERS?	NET OPERATING COST:		\$313,774 CALL-INS:	CALL-INS:	min 24 hours, max 7 days	days
City of North Bay Transit Mngr	Provincial Share		\$197,535	METHODS:		
	Municipal Share		\$115,739	Registration	computer assisted	
REGISTRATION REQUIRED? yes	Dorrations		\$500	Reservations	computer assisted	
REGISTRATION CARDS? no				Scheduling	computer assisted	
2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	
WAITING ON LIST?	Eligible - Wheelchair	12,245		FARE STRUCTURE:		
	- Ambulatory	14,800			Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions	1,841		Adult	\$1.25 10\$12.50	
Eligible - Wheelchair	Other (not eligible)	573		Child	\$1.25 10/\$12.50	
- Ambulatory	TOTAL:	27,045	2,068	Student	\$1.25 10\$12.50	
- Temporary				Senior	\$1.25 10\$12.50	
SS	TRIP TYPES:			Attendant	\$1.25 10\$12.50	
Other (not eligible)	Subscription		45%	Companion	\$1.25 10\$12.50	
TOTAL: 802	Prebooked		12%	Other	\$1.25 10\$12.50	
	Reservation		38%	38% OTHER METHODS OF PAYMENT:	YMENT:	
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response		8%	•		
_	UNACCOMMODATED TRIP REQUESTS:	EQUESTS:	248	248 COMPARISON WITH CONVENTIONAL TRANSIT:	INENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE? Yes C	CANCELLED TRIPS:		1,799	Conventional Hours	longer	
yes	NO-SHOWS:		196	Fare Structure	same	

VEHICLES							EMPLOYEES	10	
		Wheelchair	Ambulationy	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	160,365	NUMBER OF EMPLOYEES:		
E					Total	160,365		Full Time	Part Time
Modified Vans	8	2	က	ເດ	ANNUAL HOURS:		Operators	4	en (
Small Buses					Revenue	9,462	Office	₹~	~
Purpose-Built	4	4	4	ហ	Total	9,462	Mainten.		
Other							Admin.	-	
TOTA! VEHIC! ES	9				IS NON-DEDICATED SERVICE		Volun.		
	•				AVALABLE? yes		TOTAL	9	
Ownership:	municipality								
Maintenance.	municipality				NO. OF OPERATORS:	-	UNIONS:		
Wednish and							Specialized	Teamsters Local 230	
ELECT DISTRIBUTION:					PAYMENT METHOD:		Conventional	CUPE Local 122	83
64	611	11-2 2-4	69	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Post Pay 45	4	4			meter rate		MAXIMUM WAGE RATES:	NATES:	
		*						Specialized	Conventional
Saluray					DAVMENT VERIFICATION		Operators	\$12.52	\$15.58
Sunday					CALMENI VINE CALCULA		Waintenance		\$17.99
Holidays					signed receipt		media itela med		
PERFORMANCE INDICATORS	EINDIC	SATORS							
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	TION:	
tach action and action action and action action and action action and action act	Į.	16.0%	Reoistrants/Capita	Sabita		0.0164	Trips/Hour		2.86
Not Operation Cost/Capita	į .	\$6.40	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.1931	Kilometres/Hour		16.95
Municipal Not Cost Capita	1 ~	\$2.36	Trips/Capita			0.5941	Average Kilometres/Trip	s/Trip	5.33
Share of Not Cost			Trips by Non	Trips by Non-Dedicated Service	ervice	26	Trips/Registrant		36.30
- Denincial		82%					Unaccommodated Trip Requests	Trip Requests	0.85%
To contract of the contract of		37%	EFFECTIVENESS:	NESS:			Cancellations		6.18%
- mulitaba			Cost/Trip	- Dedicated		\$13.43	No-Shows		0.67%
(inc. conducts)				- Non-Dedicated	dicated	\$4.97			
EFFICIENCY (Dedicated Service Only):	Service Only	:0					VEHICLE UTILIZA	VEHICLE UTILIZATION (Dedicated Service Only):	ervice Only):
Cost/Hour		\$38.38	LABOUR PF	LABOUR PRODUCTIVITY:	.;;		Revenue Hours/Vehicle	shicle	1/41
Cost/Kiometre		\$2.26	Hours/Operator	TOTE		1,720	Kilometres/Vehicle		26,728
Maintenance Cost/Kilometre	alle e	\$0.63							
Wildle town that the					86				

		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	L: June 1980	8
			And Andrews		ENGES INCIDENT		114 000
Oakville		MUNICIPAL CONTACT:	W. Akkermans		POPULA IKAN SERVED.	-	200,4
Care-A-Van			(416) 845-6601 ext. 3508	3508	SERVICE AREA (ha):		7,000
		OPERATIONS CONTACT:	Roy B. McEwen		ADVISORY COMMITTEE?	E? yes	
			(416) 845-6601 ext. 3503	3503	NUMBER OF MEMBERS:	iŞi.	10
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL FLIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	accessible door	
Unable to Board	×		Oper. Cost	Revenue	HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$246,900		Weekdays	0700 to 2400	
Other		Non-Dedicated	\$34,700		Saturday	0700 to 2400	
		TOTAL:	\$281,600	\$24,800	Sunday	1300 to 1800	
ELIGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	က	NET OPERATING COST:		\$256,800 CALL-INS:	CALL-INS:	min 24 hours, max 7 days	days
		Provincial Share		\$148,016	\$148,016 METHODS:		
		Municipal Share		\$145,608	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	4,051		FARE STRUCTURE:		
		- Ambulatory	9,822	4,215		Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	396		Adult	\$1.40 \$14.00	
Eligible - Wheelchair	189 34%	Other (not eligible)			Child	\$1.40 \$14.00	
- Ambulatory	354 63%	TOTAL:	13,873	4,215	Student	\$1.40 \$14.00	
- Temporary	15 3%				Senior	\$1.40 \$14.00	
Attendants/Companions		TRIP TYPES:			Amendant	\$1.40 \$14.00	
Other (not eligible)		Subscription			Companion	\$1.40 \$14.00	
TOTAL	558	Prebooked			Other	\$1.40 \$14.00	
		Reservation			OTHER METHODS OF PAYMENT:	AYMENT:	
HOW OFTEN IS REG. LIST SCREENED?	0:	Demand-Response			charter rate of \$40/hour		
Allenuure		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	ın	COMPARISON WITH CONVENTIONAL TRANSIT:	NVENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		1,332	Conventional Hours	same	
VISITORS ELIGIBLE?	88/	NO-SHOWS:		88	Fare Structure	same	

VEHICLES						EMPLOYEES	S		
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:					
VEHICLE TYPES: Number	Capacity	Capacity	Age	Revenue	-	NUMBER OF EMPLOYEES:			
S-Wagon/Sedan				Total	104,37		ast	rar ime	
Modified Vars				ANNUAL HOURS:		Operators	2	-	
Small Buses 3	ហ	4	5.7	Revenue	4,916	Office	•-		
Purpose-Built				Total	4,916	Mainten.	4		
Other	:					Admin.		8	
TOTAL VEHICLES 3				IS NON-DEDICATED SERVICE		Volun.			1
				AVAILABLE? yes		TOTAL	4	ო	
Ownership: municipality	<i>Y</i>								
Maintenance: municipality	À			NO. OF OPERATORS:	~	1 UNIONS:			
						Specialized	CAW Local 1256	1256	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	CAW Local 1256	1256	
9 9-11	11-2 2-4	4-6 6-9 9-12	12 12+	(ie. flat rate, hourly, per km etc.)					
ო	2 2			meter rate		MAXIMUM WAGE RATES:	E RATES:		
Saturday							Specialized	Conventional	ponal
Sunday				PAYMENT VERIFICATION:		Operators	\$16.31	is.	\$16.31
Holidays				receipt check		Maintenance	\$20.12	13	\$20.12
PERFORMANCE INDICATORS	CATORS								
FBNANCAL		SERVICE:				SERVICE UTILIZATION:	ZATION:		
R/C = Op. Revenue/Op. Cost	8.8%	Registrants/Capita	apita		0.0049	Trips/Hour			282
Net Operating Cost/Capita	\$225	Revenue Vehicle Hours/Capita	cle Hours/Ca	pita	0.0431	Kilometres/Hour			21.23
Municipal Net Cost/Capita	\$1.28	Trips/Capita			0.1587	Average Kilometres/Trip	res/Trip		7.52
Share of Net Cost		Trips by Non-Dedicated Service	Dedicated Se	rvice	23%	Trips/Registrant		•	32.42
- Provincial	20%					Unaccommodate	Unaccommodated Trip Requests	0	0.03%
- Municipal	20%	EFFECTIVENESS:	ESS:			Cancellations		7	7.36%
(incl. donations)		Cost/Trip	- Dedicated	TI .	\$17.80	No-Shows		0	0.49%
			- Non-Dedicated	icated	\$8.23				
EFFICIENCY (Dedicated Service Only):	ıly):					VEHICLE UTILE	VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):	
Cost/Hour	\$50.22	LABOUR PRODUCTIVITY:	DDUCTIVITY	,,,		Revenue Hours/Vehicle	Vehicle	•	1,839 1,839
Cost/Kilometre	\$2.37	Hours/Operator	or or		1,966	Kilometres/Vehicle	26	8	34,790
Maintenance Cost/Kilometre	\$0.49								7

		CERVICE OPERATED RY.	private contractor		SERVICE STARTED IN:	May 1991	-
	1	Dolfor Property Contracts	Manage Morens		POPULATION SERVED:		19,909
Chaping rails/hayside-ball	500	MUNICIPAL CONTACT.	Mediniy reves				
Handi-Transit			(705) 966-3431		SERVICE AREA (ha):		61,502
		OPERATIONS CONTACT:	Don Gray		ADVISORY COMMITTEE?	yes	
			(705) 966-2606		NUMBER OF MEMBERS:		7
REGISTRANTS		FINANCIAL			SERVICE		
		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door	
LOCAL ELABILITY CALIENDAY.			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Board		Dedicated	\$45,089		Weekdays	0800 to 1830	
246		Non-Dedicated			Saturday		
		TOTAL	\$45,089	\$2,664	Sunday		
CHOCKER TO COMMITTEE?					Holidays		
		NET OPERATING COST:		\$42,425	\$42,425 CALL-INS:	min 7 days, no max	
MEMBERS:		Provincial Share		\$21,213	METHODS:		
engibility determined by signi		Municipal Share		\$21,212	Registration	manually	
SAX CODE VIOLENCE AND SAY	×	Donations			Reservations	manually	
	X X				Scheduling	manually	
	١	ANNI IAI ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispetching	manually	
WALLING LISTS	,	Fligible - Wheelchair	083		FARE STRUCTURE:		1
WALLING ON LIST		- Ambulatory	288		Cash	h Tickets/Cards	Monthly Pass
NI MARER OF REGISTRANTS:		Attendants/Companions	72		Adult		
Flicible - Wheelchair	39%	Other (not eligible)			Child		
	33%	TOTAL	1,199		Student		
	200				Senior		
Attendants/Companions 10	15%	TRIP TYPES:			Attendant		
Other (not eligible)		Subscription			Companion		

COMPARISON WITH CONVENTIONAL TRANSIT: min \$1.00, max \$3.00, pay by distance

Conventional Hours Fare Structure

UNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

Yes 8

V. ORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? CC PANIONS ALLOWED IF SPACE?

Reservation

Prebooked

67

Other (not eligible) TOTAL:

OTHER METHODS OF PAYMENT:

Other

100%

different longer

							FMPLOYEES		
VEHICLES									
	Wheelchair		Ambulatory	Average	ANNUAL KILOMETHES:				
VEHICLE TYPES: Nun	Number Capacity	≱i	Capacity	8	Revenue	29,950	59,950 NUMBER OF EMPLOYEES.	YEES.	T or C
2					Total	29,950	FEET HERE	e ime	בשנו זווופ
Modified Vans					ANNUAL HOURS:		Operations	y-	
Signal Branch					Revenue	2,340	Office	·	
Control Design				0	Total	2,340	Mainten.		-
imp-sendin.	•						Admin.		
Other	1				IS NON-DEDICATED SERVICE		Volun.		
IOIAL VEHICLES	-				AVALABLE? no		TOTAL	2	•
	roteroon betreeting								
	Contraction operation				NO. OF OPERATORS:	-	UNIONS:		
Maintenance.							Specialized		
NOT INCIDENTIAL DISTANCE OF THE PROPERTY OF TH					PAYMENT METHOD:		Conventional		
c	11-2		6 6-9 9	9-12 12+	(ie. flat rate, hourty, per km etc.)				
] -	3		flat rate		MAXIMUM WAGE RATES:	ATES:	
Cott india	-							Specialized	Conventional
Saurday					PAYMENT VERIFICATION:		Operators	\$10.00	
Sunday							Maintenance	\$25.00	
PERFORMANCE INDIC	INDICATORS	S							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	HON:	i
tac On Demonstrate	%b 15	35	Registrants/Capita	Sapita		0.0034	Trips/Hour		T40
no = Opropries Configuration	\$213	13	Revenue Ve	Bevenue Vehicle Hours/Capita	apita	0.1175	Kilometres/Hour		25.62
Net Operating Confederation	64.07		TrineCanita			0.0602	Average Kilometres/Trip	/Trip	20.00
Municipal Net Cost Capital	7	2	Trips by Nor	Trips by Non-Dedicated Service	Service		Trips/Registrant		17.90
- Description	20	50%					Unaccommodated Trip Requests	Trip Requests	
Tourising!	20	50%	EFFECTIVENESS:	NESS:			Cancellations		
in dentitions	}		Cost/Trip	- Dedicated	Dec	\$37.61	No-Shows		
(Common man)				- Non-Dedicated	dicated			:	
FEFICIENCY (Dedicated Service Only):	vice Only):						VEHICLE UTILIZATION (Dedicated Service Utily):	TON (Dedicated	Service Chily):
CostObur	\$19.27	.27	LABOUR PF	LABOUR PRODUCTIVITY:	×		Revenue Hours/Vehicle	hicle	2,340
Cost/Kilometre	S.	\$0.75	Hours/Operator	itor		2,340	Kilometres/Vehicle		29,950
Maintenance Costructioners					700				

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	: June	1987
Orillia		MUNICIPAL CONTACT:	Michael Cox		POPULATION SERVED:		25,000
Wheelchair Limousine	Service		(705) 325-1311		SERVICE AREA (ha):		2,129
						S.	5
		OPERATIONS CONTACT:	Gaul Barrett		ADVISORY COMMITTEES	Ĥ	2
			(705) 325-1311		NUMBER OF MEMBERS:	.Ω:	
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door	
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$75,456		Weekdays	0800 to 1700	
O September 1		Non-Dedicated			Saturday	1100 to 1700	
		TOTAL	\$75,456	\$10,942	Sunday		
ELIGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	m	NET OPERATING COST:		\$64,514	CALL-INS:	min 24 hours, no max	шах
		Provincial Share		\$43,826	METHODS:		
		Municipal Share		\$20,688	Registration	Manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	Manually	
REGISTRATION CARDS?	yes				Scheduling	Mammally	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	Manually	
WAITING ON LIST?		Eligible - Wheelchair			FARE STRUCTURE:		
		- Ambulatory				Cash Trckets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult		
Eligible - Wheelchair	205 70%	Other (not eligible)			Child		
- Ambulatory	89 30%	TOTAL	7,132		Student	\$1.25	
- Temporary					Senior		
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription			Companion	भट्ट भट्ट	
TOTAL	284	Prebooked			Other	क्षा ३५ ३५	
		Reservation			OTHER METHODS OF PAYMENT:	AYMENT:	
HOW OFTEN IS REG. LIST SCREENED?	25	Demand-Response					
Alphually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	NVENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	longer	
VISITORS FI IGIRI F?	2	NO SHOWS:			Fare Structure	different, \$1.00	

				\$					
								letre	Maintenance Cost/Kilometre
25,400	9	Kilometres/Vehicle	4,1		Hours/Operator	Hours	\$2.97		Cost/Kilometre
2,759	/ehicle			S	LABOUR PRODUCTIVITY:	LABOU	\$27.35		Cost/Hour
ervice Only):	VEHICLE UTILIZATION (Dedicated Service Only):	VEHICLE UTILIZ						d Service Only)	EFFICIENCY (Dedicated Service Only):
				dicated	- Non-Dedicated				
		No-Shows	\$10.58	DE DE	p - Dedicated	Cost/Trip			(incl. donations)
		Cancellations			EFFECTIVENESS:	EFFEC	32%		- Municipal
	d Trip Requests	Unaccommodated Trip Requests					%89		- Provincial
24.26		Trips/Registrant		ervice	Trips by Non-Dedicated Service	Trips by			Share of Net Cost
3.56	es/Trip	Average Kilometres/Trip	0.2853		pita	Trips/Capita	\$0.83	TZ	Municipal Net Cost/Capita
929			0.1104	apita	Revenue Vehicle Hours/Capita	Revenu	\$2.58	缸	Net Operating Cost/Capita
258		•	0.0118		Registrants/Capita	Registra	14.5%	Sost	R.C = Op.Revenue/Op.Cost
	ATION:	SERVICE UTILIZATION:			Ņ.	SERVICE			FINANCIAL:
							ATORS	E INDIC	PERFORMANCE INDICA
\$8.50	\$15.37	Maintenance					-		Sunday
Conventional	Specialized	Onorathic		DAVAGRATI VEDIENCATIONI		4	F .		Saturday
	RATES:	MAXIMUM WAGE RATES:		(ie. flat rate, hourly, per km etc.)	9-12 12+	21 - 21	11-2	1 9-11	Peak Day
		Conventional		PAYMENT METHOD:					PLEET DISTRIBUTION:
200	CBRT Local 307	Specialized							
		UNIONS:		NO. OF OPERATORS:				operator	Maintenance:
								municipality	Ownership:
17	-	TOTAL		AVALABLE? NO				-	TOTAL VEHICLES
4		Admin.							Other
n ·		Mainten.	2,831	Total					Purpose-Built
ın ا			2,759	Revenue	Q	4	ın	¥-	Small Buses
က	-			ANNUAL HOURS:					Modified Vans
Part Time	Full Time		27,000	Total					S-Wagon/Sedan
		25,400 NUMBER OF EMPLOYEES:	25,400	Revenue		Capacity	Capacity	Number	VEHICLE TYPES:
				ANNIAI KII OMETBES:	Average	Ambuictory	Michaelerie		VEHICLES
	S	EMPLOYEES							SHIOIREA

	1974		
	January		
	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):
105	private contractor	Bob Porter	(416) 725-7351
	SERVICE OPERATED BY:	MUNICIPAL CONTACT:	

ADVISORY COMMITTEE? NUMBER OF MEMBERS:

10

accessible door

Revenue HOURS OF SERVICE:

Oper. Cost

OPERATING COSTS AND REVENUES:

FINANCIAL

5587,241 \$587,241

Non-Dedicated

OTAL:

2

Dedicated

×

LOCAL ELIGIBILITY CRITERION:

Unable to Board Unable to Use

Other

REGISTRANTS

Neekdays

Saturday Holidays METHODS:

Sunday

\$135,956

\$451,285 CALL-INS:

NET OPERATING COST:

Provincial Share **Aunicipal Share**

Donations

2 8 8

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

MAITING LIST?

sligibility determined by staff ELIGIBILITY COMMITTEE?

MEMBERS?

\$315,668 \$535

SERVICE

(416) 576-4954 Doug Marruel

OPERATIONS CONTACT:

Handi Transit Inc.

Oshawa

Monthly Pass

Tickets/Cards

\$1.50 \$20.00 \$1.50 \$20.00 \$20.00

\$1.50 \$1.50

Student Senior Child Adult

Manually manually manualh nanually

FARE STRUCTURE:

Dispatching

Non-Ded.

Dedicated

ANNUAL ONE-WAY TRIPS:

3,167 35,372

Attendants/Companions - Ambulatory Eligibie - Wheelchair

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Other (not eligible)

TOTAL:

Schoduling

Reservations

Registration

5485,100

114 COMPARISON WITH CONVENTIONAL TRANSIT:

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes 88

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED & SPACE?

every 2 or 3 years

VISITORS ELIGIBLE?

Subscription Reservation

Prebooked

TRIP TYPES:

Attendants/Companions

Other (not eligible)

TOTAL

- Ambulatory - Temporary Conventional Hours

Fare Structure

monthly billing, agency contracts OTHER METHODS OF PAYMENT:

Companion

Attendent

different, \$1.30

min 1 hour, max 3 days

	12	
974		88

123.T	6.2	

VEHICLES							EMPLOYEES	
)	•		A make despend	Assessed	ANIMIAI KII CAMETIDES.			
		Wheekchair	Ambulatory	AWBIAGE	ANNOAL NACOMETRES.	3/20 0/6	242 276 NI BADED OF EMPLOYEES.	
	Number	Capacity	Capacit	P	Total	243.276		Part Time
- Magorinegan		ı	•		AAIAH IAN IBO			7
Modified Vans	00	n	4		ANNOAL HOOMS.	000	Commodo Como	
Small Buses					Revenue	28,338		-
Purpose-Built					Total	16,232	Mainten.	
Other							Admin. 1	-
TOTAL VEHICLES	00				IS NON-DEDICATED SERVICE		Volun.	
					AVAR ABLE? no		TOTAL 11	o
Ownership: mun	municipality							
	contracted out				NO. OF OPERATORS:		UNIONS:	
							Specialized Teamsters Local 938	ocal 938
FI FET DISTRIBUTION:					PAYMENT METHOD:		Conventional CAW Local 222	83
9	9-11 11-5	24	46 6-9	9-12 12+	(ie. flat rate, hourty, per km etc.)			
3 4			-		flat rate per trip		MAXIMUM WAGE RATES:	
	0		- ,	- ,	dia sod omi mi		Canadistrac	Comomonal
Saturday 1	4	* -	-	-				A CO CO
Sunday 1	1 1	-	-		PAYMENT VERIFICATION:		Operators \$12.27	410.30
Holidays 1	-	-	-				Maintenance	
PERFORMANCE INDICATORS	NDICA	TORS						
-			CERVICE				SERVICE UTILIZATION:	
THANCEL								PC +
RC = Op.Revenue/Op.Cost		23.2%	Registrants/Capita	Capita			Inorrisdir I	4
Net Operating Cost/Capita		\$3.65	Revenue V	Revenue Vehicle Hours/Capita	apita	0.2309	Klometras/Hour	204.00
Municipal Net Cost/Capita		\$3.92	Trips/Capita	eq		0.2859	Average Kilometres/Trip	6.85
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	arvice		Trips/Registrant	
- Provincial		70%					Unaccommodated Trip Requests	0.32%
- Municipal		30%	EFFECTIVENESS:	ENESS:			Cerrcellations	4.88%
(incl. donations)			Cost/Trip	- Dedicated	2	\$16.60	No-Shows	
			•	- Non-Dedicated	licated			
EFFICIENCY (Dedicated Service Only):	rice Only):						VEHICLE UTILIZATION (Dedicated Service Only):	envice Only):
Cost/Hour		\$20.56	LABOUR	LABOUR PRODUCTIVITY:	e:		Revenue Hours/Vehicle	3,570
Cost/Kilometra		\$2.42	Hours/Operator	rator		2,720	Kilometres/Vehicle	30,285
Maintenance Cost/Kilometre								
					400			

		107		
	SERVICE OPERATED BY:	transit commission/contractor	SERVICE STARTED IN:	1974
Ottawa-Carleton	MUNICIPAL CONTACT:	Pat Larkin	POPULATION SERVED:	603,800
Para Transpo		(613) 748-4406	SERVICE AREA (ha):	36,710
	OPERATIONS CONTACT:	Par Larkin	ADVISORY COMMITTEE?	yes
		(E13) 748 440E	NI MARER OF MEMBERS:	12

1
1
1
1
1
1
1
-
- 3
- 1
-1
-1
-

	107
MINICIPAL CONTACT:	ransii commission
	(613) 748-4406
OPERATIONS CONTACT:	Par Larkin

SERVICE OPERATED BY:	OPERATIONS CONTACT:	OPERATING COSTS AND RI	

SERVICE OPERATED MUNICIPAL CONTACT	OPERATIONS CONTA	FINANCIAL	OPERATING COSTS	Podiestod
			ion:	>

LOCAL ELIGIBILITY CRITER

Unable to Board

Jnable to Use

Other

REGISTRANTS

3Y: II	ū.	=	E	0		ND REV	
SERVICE OPERATED BY:	MUNICIPAL CONTACT:		OPERATIONS CONTACT:		FINANCIAL	OPERATING COSTS AND REV	Dedicated
SER	MU		340		Ī	රි	×

	/01
ERVICE OPERATED BY:	transit commis
UNICIPAL CONTACT:	Pat Larkin
	(613) 748-440
PERATIONS CONTACT:	Pat Larkin
	(613) 748-440
INANCIAL	
PERATING COSTS AND REVENUES:	PEVENUES:
Dedicated	Oper. Cc \$13,516,00
Non-Dedicated	

	contracto						Rever	\$320,	
107	transit commission/contracto	Pat Larkin	(613) 748-4406	Pat Larkin	(613) 748-4406	BEVENUES:	Oper. Cost \$13,516,000	\$13,516,000	

		~	-		
			Revenue	\$320,000	\$12,596,000
4406	4406		Cost	000's	

	SERVICE STA	POPULATION	SERVICE ARE	ADVISORY CO	NUMBER OF	SERVICE	TYPE	HOURS OF SER	Weekdays	Saturday	Sunday	Holidays	CALL-INS:	METHODS:	Registration
--	-------------	------------	-------------	-------------	-----------	---------	------	--------------	----------	----------	--------	----------	-----------	----------	--------------

1974			yes		e door		430	430	430	430	no min, max 1 day	computer assisted	computer assisted	manual/computer assisted	manual/computer assisted
					accessible door		0630 to 2430	0630 to 2430	0630 to 2430	0630 to 2430	no min, n	egndwax	compute	manual/c	manual/c
RTED IN:	SERVED:	EA (ha):	OMMITTEE?	MEMBERS:		WCE									

	LIGORE VALIDIES	3	and the second
	Scheduling	ma	manual/computer ass
Ped	Dispatching	ma	manual/computer ass
	FARE STRUCTURE:		
		Cash	Trckets/Cards
	Adult	\$1.30	\$0.60
	Child	\$1.30	\$0.60 \$6
	Student	\$1.30	\$0.60 \$6
	Senior	\$1.30	\$0.60 \$6
	Attendant		
37%	Companion	\$1.30	\$0.60 \$6
	Other	\$1.30	\$0.60
53%	53% OTHER METHODS OF PAYMENT:	AYMENT:	
11%	a.m. peak 6:30 - 8:59 \$2.60, p.m. peak 15:00 - 17:2	\$2.60, p.m.	peak 15:00 - 17:2
1,930	1,930 COMPARISON WITH CONVENTIONAL TRANSIT:	NVENTIO	AL TRANSIT:

7,551,541.50

7,551,541.50 92500

53% 11% 67,574 Same

Conventional Hours

Fare Structure

32,488

INACCOMMODATED TRIP REQUESTS:

SMOHS-ON

Yes yes

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE? every 2 or 3 years

Reservation Subscription TRIP TYPES:

Prebooked

16,577

Attendants/Companions

Other (not eligible)

TOTAL:

\$51,541.50

Monthly Pass 7,551,541.50 7,551,541.50

Non-Ded.

Dedicated 342,696 53,845 230,079

ANNUAL ONE-WAY TRIPS:

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

31% 63% 89

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

FOTAL:

10,458

- Ambulatory - Temporary

572,775

Reservations Dispatching

\$6.225,000 \$6,371,000

VET OPERATING COST:

TOTAL:

8

ELIGIBILITY COMMITTEE? medical/health professional

WEMBERS?

Provincial Share Municipal Share

Conations

8 2 8

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

\$51,541.50

EMPLOYEES	6,369,374 Full Time Part Time Cyperators 210 Office 15 Mainten 15 Admin. 12 Volum.	TOTAL 252 6 UNIONS: Specialized ATU Local 279 Conventional ATU Local 279	MAXIMUM WAGE RATES: Specialized Conventional \$15.06 \$17.70 Maintenance \$19.56 \$16.51 to	SERVICE UTILIZATION: 1.89	Revenue Hours/Vehicle 2,335
	ANNUAL KILOMETRES: Reverue Total ANNUAL HOURS: Reverue Total	AVALABLE? no. OF OPERATORS: PAYMENT METHOD:	(ie. flat rate, hourly, per km etc.) PAYMENT VERIFICATION:	aprita service ed dicated	;;
	Ambulatory Average Capacity Age 4 2 14 5		4-6 6-9 9-12 12+ 110 20 17 10 34 21 17 11 30 23 20 8 30 20 20 8	SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated	LABOUR PRODUCTIVITY: Hours/Operator
	Wheelchair Capacity 4 4 8	130 contractor/transit commission contractor/operator	30 30 30 30 30 30 30 30 30 30 30 30 30 3	CATORS 6.8% \$20.86 \$10.31 51% 49%	11y): \$44.52 \$2.45
0010	Z		PLEET DISTRIBUTION: 6-9 9-11 Peak Day 76 91 Saturday 22 34 Sunday 8 27 Holidays 14 30	PERFORMANCE INDIC FINANCIAL: RC = Op.Revenue/Op.Cost Not Operating Cost/Capita Municipal Not Cost Share of Net Cost - Provincial - Municipal (incl. donations)	EFFICIENCY (Dedicated Service Only): Cost/Hour Cost/Kilometre Maintenance Cost/Kilometre

					M CTADIAC STADIA		4000	
		SERVICE OPERAIED BT:	private contractor		SERVICE SI ANTED IN.	oure.	98	
Owen Sound		MUNICIPAL CONTACT:	Jim Coburn		POPULATION SERVED:			20,000
Specialized Transit			(519) 376-1440		SERVICE AREA (ha):			2,367
		OPERATIONS CONTACT:			ADVISORY COMMITTEE?	£	yes	
					NUMBER OF MEMBERS:	ij		7
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	door to door		
Unable to Board	×		Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$33,586		Weekdays	0800 to 1800	0	
Other		Non-Dedicated	\$7,366		Saturday	1000 to 1500	2	
		TOTAL:	\$100,952	\$12,855	Sunday	0900 to 1500	2	
ELIGIBILITY COMMITTEE?	yes			ary day he	Holidays	no service		
MEMBERS?	2	NET OPERATING COST:		\$88,097	CALL-INS:	по тіп, по тах	nax	
		Provincial Share		\$59,007	METHODS:			
		Municipal Share		\$29,090	Registration	computer assisted	sisted	
REGISTRATION REQUIRED?	768	Donations			Reservations	manually		
REGISTRATION CARDS?	yes				Scheduling	manually		
WAITING LIST?	8	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	2,947		FARE STRUCTURE:			
		- Ambulatory	7221	1234		Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	1,166		Adult	\$1.15		\$32.00
Eligible - Wheelchair	264 51%	Other (not eligible)			Child	\$0.25		\$5.00
- Ambulatory	247 48%	TOTAL:	10,168	1,234	Student	\$1.15		\$24.00
- Temporary	9 2%				Senior	\$1.15		\$24.00
Attendants/Companions		TRIP TYPES:			Attendant	\$1.15		
Other (not eligible)		Subscription			Companion	\$1.15		
TOTAL	520	Prebooked			Other	\$1.15		
		Reservation			OTHER METHODS OF PAYMENT:	YMENT:		-
HOW OFTEN IS REG. LIST SCREENED?	<u>c</u> .	Demand-Response						
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	IVENTIONAL TRA	NST:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		1 - estimate	Conventional Hours	longer		
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure	same		

Wheelstair Ambulatory Capacity Capac	Average Average				
SERVICE: Registrants/Capita Trips by Non-Der Trips by Non-Der EFFECTIVENES COST/Trip		ANNUAL KILOMETRES:			
SERVICE: Registrants/Capita Trips by Non-Der Trips by Non-Der EFFECTIVENES COSUTrip		Revenue	48,000	ij	
SERVICE: Registrants/Capita Trips by Non-Del Trips by Non-Del EFFECTIVENES COST/Trip		Total	48,000	Full Time Part	Part Time
SERVICE: Registrants/Capi Revenue Vehicle Trips/Capita Trips by Non-De EFFECTIVENES COST/Trip		ANNUAL HOURS:		Operators	
SERVICE: Registrants/Capita Trips by Non-Der EFFECTIVENES COST/Trip		Revenue	2,552	Office	
SERVICE: Registrants/Capita Trips by Non-Der Trips by Non-Der EFFECTIVENES COST/Trip	9 4	Total	2,552	Mainten.	
SERVICE: Registrants/Capita Trips by Non-Der Trips by Non-Der EFFECTIVENES COST/Trip				Admin.	
SERVICE: Registrants/Capit Revenue Vehicle Trips by Non-De EFFECTIVENES COST/Trip		IS NON-DEDICATED SERVICE		Volun.	
SERVICE: Registrants.Capi Revenue Vehicle Trips.Capita Trips.by Non-De EFFECTIVENES COST/Trip		AVAILABLE? yes		TOTAL	
SERVICE: Registrants/Capita Trips/Capita Trips by Non-Der EFFECTIVENES Cost/Trip					
SERVICE: Registrants.Capita Trips.Capita Trips.Dy Non-De EFFECTIVENES COST/Trip		NO. OF OPERATORS:	-	1 UNIONS:	
SERVICE: Registrants/Capita Trips/Capita Trips by Non-De				Specialized yes, work contracted	racted
SERVICE: Registrants/Capita Trips/Capita Trips by Non-De EFFECTIVENES Cost/Trip		PAYMENT METHOD:		Conventional	
SERVICE: Registrants/Capi Revenue Vehicie Trips/Capita Trips by Non-De	မှု	(ie. flat rate, hourly, per km etc.)			
SERVICE: Registrants/Capi Revenue Vehicie Trips/Capita Trips by Non-De		flat rate per trip	_	MAXIMUM WAGE RATES:	
SERVICE: Registrants.Capi Revenue Vehicie Trips.Capita Trips.Dy Non-De EFFECTIVENES Cost/Trip				Specialized	Conventional
SERVICE: Registrants/Capi Revenue Vehicle Trips/Capira Trips by Non-De EFFECTIVENES Cost/Trip		PAYMENT VERIFICATION:		Operations \$11.75	\$11.75
SERVICE: Registrants.Capi Revenue Vehicle Trips.Capita Trips.Dy Non-De EFFECTIVENES Cost/Trip				Maintenance \$14.96	14.96
SERVICE: 12.7% Registrants/Capi \$4.40 Revenue Vehicle \$1.45 Trips/Capita Trips/Capita Trips/Capita Trips by Non-De 67% EFFECTIVENES 33% EFFECTIVENES Cost/Trip					
\$4.40 Revenue Vehicle \$1.45 Trips/Capita Trips by Non-De 67% EFFECTIVENES 33% EFFECTIVENES COSTTRIP .	SERVICE:			SERVICE UTILIZATION:	
\$1.45 Revenue Vehicle \$1.45 Trips Capita Trips by Non-De 67% EFFECTIVENES 33% EFFECTIVENES Cost/Trip	Registrants/Capita		0.0260	Trips/Hour	3.38
\$1.45 Trips Capita 67% EFFECTIVENES 33% EFFECTIVENES COST/Trip	Revenue Vehicle Hours/Capita	pita	0.1276	Kiometres/Hour	18.81
Trips by Non-De 67% EFFECTIVENES 33% EFFECTIVENES COST/Trip	Trips/Capita		0.5701	Average Kilometres/Trip	4.72
67% 33% EFFECTIVENES COST/Trip .	Trips by Non-Dedicated Service	Nice	11%	Trips/Registrant	21.83
33% EFFECTIVENES COSI/Trip .				Unaccommodated Trip Requests	
Cost/Trip	EFFECTIVENESS:			Cancellations	
COGG GIVGY 1 23 300	Cost/Trip - Dedicated		\$3.20	No-Shows	
606 67	- Non-Dedicated	cated	\$5.97		
F3 549				VEHICLE UTILIZATION (Dedicated Service Only):	rvice Only):
	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	2,552
Cost/Kilometre \$1.95 Hours/Operator	Hours/Operator			Klometras/Vehicle	48,000
Maintenance Cost/Kilometre					

			111					
	SEE	SERVICE OPERATED BY:	hospital		SERVICE STARTED IN:	October	1978	
Paris	MU	MUNICIPAL CONTACT:	Gloria Taylor		POPULATION SERVED:			8,869
Community Van Program			(519) 442-6324		SERVICE AREA (ha):		·	1,121
	9 a	OPERATIONS CONTACT:	Lynda Trimble	,	ADVISORY COMMITTEE?		yes	
			(519) 442-2251		NUMBER OF MEMBERS:			19
REGISTRANTS	ũ.	FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:	8	OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	accessible door		
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use	۵	Dedicated	\$60,351		Weekdays	0900 to 1600		
Other	ž	Non-Dedicated			Saturday			
	12	TOTAL:	\$60,351	\$3,032	Sunday			
ELIGIBILITY COMMITTEE? yes					Holidays			
MEMBERS?	10 NE	NET OPERATING COST:		\$57,319		min 24 hours, max 60 days	x 60 days	
	ď.	Provincial Share		\$28,660	METHODS:			
	2	Municipal Share		\$28,659	Registration	manually		
REGISTRATION REQUIRED? yes	۵	Donations			Reservations	manually		
REGISTRATION CARDS?					Scheduling	manually		
WAITING LIST? no	ANN	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	1,200		FARE STRUCTURE:			
		- Ambulatory	2,433		Cash	h Tickets/Cards	S Monthly Pass	Pass
NUMBER OF REGISTRANTS:	A	Attendants/Companions	256		Adult			
Eligible - Wheelchair 53 33	33%	Other (not eligible)			Child			
- Ambulatory 100 63	63% T(TOTAL	3,633	I	Student			
- Temporary 6 4	4%				Senior			
Attendants/Companions	臣	TRIP TYPES:			Attendant			
Other (not eligible)	Ø	Subscription			Companion			
TOTAL: 159	Œ.	Prebooked		14%	Other			
	ď	Reservation		%98	6	ENT:		
HOW OFTEN IS REG. LIST SCREENED?	Δ	Demand-Response		36	donation requested of \$2.00 per return trip	per return trip		
amnaily	25	UNACCOMMODATED TRIP REQUESTS:	EQUESTS:	83	COMPARISON WITH CONVENTIONAL TRANSIT:	NTIONAL TRANSIT		
				-				

different, \$2.75

Conventional Hours Fare Structure

8 10

CANCELLED TRIPS: NO-SHOWS:

> yes **X88**

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

OU LOIDEN				1	TE: LO LILO	
VEHICLES	Wheelchair	Ambulatory Average				
	Number Capacity	Capacity	Revenue	28,650 N	28,650 NUMBER OF EMPLOTEES. 28,910 Fall Time Part Time	ime
S-Wagon/Sedan	2	6	ANNUAL HOURS:		50	~
Small Buses		8 7	Веуеп ие		Office	-
Purpose-Built			Total	28.	Member.	-
Other			SON DEDICATED SEDINCE		Volin	-
TOTAL VEHICLES	N		AVALABLE? NO		TOTAL	2
	non-profit organiz		NO OF OPERATORS:		NONS	
Maintenance: C	contracted out				Specialized SEIU Local 204	
EL EET DISTRIBITION:			PAYMENT METHOD:		Conventional	
3	9-11 11-2 2-4	4-6 6-9 9-12 12+			MAXIMIM WAGE BATES.	
Peak Day	· Service Control		पंजा खाल केल तर्फ	-	Specialized	Conventional
Saturday			PAYMENT VERIEICATION		Operators \$13.79	
Sunday					8	
PERFORMANCE INDIC	INDICATORS					
FINANCIAL		SERVICE:			SERVICE UTILIZATION:	90.0
R/C = Op.Revenue/Op.Cost	5.0%	Registrants/Capita		0.0179	Trips/Hour	18.50
Net Operating Cost/Capita		Revenue Vehicle Hours/Capita	Capita	0871.0	Niometres room	7.89
Municipal Net Cost/Capita	\$323	Trips/Capita		0.4030	Trine Donietrant	22.85
Share of Net Cost		Trips by Non-Dedicated Service	Service		Injury medical Trip Beditests	%69.0
- Provincial	20%	1			Organizations in produced	2.48%
- Municipal	20%	EFFECTIVENESS:		200	Carcalanois	0.28%
(incl. donations)		Cost/Trip - Dedicated	page	\$16.61	No-shows	
		-Non-	- Non-Dedicated		VEHICLE UTILIZATION (Dedicated Service Only):	39 Only):
EFFICIENCY (Dedicated Service Only):					Revenue Hours/Nahicle	27
Cost/Hour	\$39.19	LABOUR PHODUCIIVITY:		4 640	Klomotroc Nahicla	14,325
Cost/Kilometre	\$211	Hours/Operator		2		
Additionant Cochfichmotto	£016					

		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	June 11	1981
Peel		MUNICIPAL CONTACT:	Norman R. McLeod		POPULATION SERVED:		763,000
Trancholn			144E1 000 15E4		CEBVICE APPA (ha):		75.897
l'allolleib			+001000 (01+)		מו ומוכר עם דיין (ידין):		
		OPERATIONS CONTACT:			ADVISORY COMMITTEE?		368
					NUMBER OF MEMBERS:		89
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	accessible door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$2,312,411		Weekdays	0730 to 2330	
Other		Non-Dedicated	\$709,637		Saturday	0900 to 2330	
		TOTAL:	\$3,022,048	\$169,334	Sunday	0900 to 1700	
ELIGIBILITY COMMITTEE?	2				Holidays	0900 to 1700	
MEMBERS?		NET OPERATING COST:		\$2,832,714 CALL-INS:	CALL-INS:	min 48 hours, hax 14 days	14 days
eligibility determined by staff		Provincial Share		\$1,459,027	METHODS:		
		Municipal Share		\$1,373,687	Registration	computer assisted	
REGISTRATION REQUIRED?	yes	Donations		\$11,670	Reservations	computer assisted	
REGISTRATION CARDS?	2				Scheduling	computer assisted	
WAITING LIST?	5	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	
WAITING ON LIST?		Eligible - Wheelchair	44,361	17,926	FARE STRUCTURE:		
		- Ambulatory	67,131	27,127	ठा	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	13,434	5,429	Adult \$:	\$1.50 10/\$14.00	\$61.00
	1,282 51%	Other (not eligible)			Child	\$1.50 10/\$14.00	
	1,162 46%		111,492	45,053	Student	\$1.50 10/\$14.00	
- Temporary	65 3%				Senior	\$1.50 10/\$8.00	
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription		11%	Companion	\$1.50	
	2,509	Prebooked		80%	Other	\$1.50	
		Reservation		%6	OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?	Ë	Demand-Response		86			
Annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	3,683	COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	884	CANCELLED TRIPS:		12,603	Conventional Hours	longer	
Merrope El JOIBI E2		SWOHOW.		2112	Fare Structure	same	

			Account	AND				
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES: Number	ber Capacity	Capacity	Age	Revenue	1,136,289	1,136,289 NUMBER OF EMPLOYEES.		Timo
S-Wagon/Sedan				Total	1,136,289	THE THE		ran ime
Modified Varis	3	4	ນ	ANNUAL HOURS:		Operators		
	18 6	4	ო	Revenue	49,195	Office	ເດ	ın
	2 6	4	9	Total	49,195	Mainten.	4	
	2 7	16				Admin.	9	
VEHICLES	25			IS NON-DEDICATED SERVICE AVALABLE? yes		Volun. TOTAL	36	22
Ownership: munic	municipality							
òi	municipality			NO. OF OPERATORS:	n	3 UNIONS:	CUPE Local 1483A	483A
EI EET DISTRIBUTION:				PAYMENT METHOD:		Conventional	ATU Local 1572, 1573	72, 1573
ବା ଶ	9-11 11-2 2-4	946	9-12 12+	(ie. flat rate, hourly, per km etc.)		MAXIMUM WAGE RATES:	TES:	
8	ţ						Specialized	Conventional
Saureay				PAYMENT VERIFICATION:		Operations	\$14.92	\$19.40
Holidays						Maintenance	\$18.62	\$20.73
PERFORMANCE INDICATORS	NDICATORS							
FINANCIAL		SERVICE	• 1			SERVICE UTILIZATION:	ON:	
R.C On Revenue/On Cost	2.6%	Registrants/Capita	ts/Capita		0.0033	Trips/Hour		227
Ner Operating Cost/Capita	\$3.71	Revenue	Revenue Vehicle Hours/Capita	apita	0.0645	Kilometres/Hour		23.10
Municipal Net Cost/Capita	\$1.80	Trips/Capita	亞		0.2052	Average Kilometres/Trip	Trip	10.19
Share of Net Cost		Trips by N	Trips by Non-Dedicated Service	ervice	28%	Trips/Registrant		6239
- Provincial	51%					Unaccommodated Trip Requests	rip Requests	236%
- Municipal	49%	EFFECTIVENESS:	VENESS:			Cancellations		8.05%
(incl. donations)		Cost/Trip	- Dedicated	pa pa	\$20.74	No-Shows		1.35%
			- Non-Dedicated	dicated	\$15.75	4 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6		- Company
EFFICENCY (Dedicated Service Only):	ce Only):					VEHICLE UI LIZATION (Dedicated Service Unity).	ON (Dedicated Sc	avice Only).
Cost/Hour	\$47.01		LABOUR PRODUCTIVITY:	> :		Revenue Hours/Vehicle	e de	900,1
Cost/Kilometre	\$204	Hours/Operator	erator		1,668	Klometres/Vehicle		45,452
Case Milliam Charles Charles	0000							

	1989	25,000	n/a	yes	10
	August				
	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NI MARER OF MEMBERS:
115	non-profit organiz	Susan Sweet	(613) 735-3675	Art Gallagher	8000 302 (613)
	SERVICE OPERATED BY:	MUNICIPAL CONTACT:		OPERATIONS CONTACT:	
		Pembroke	Handi-Bus		

	SERVICE OPERATED BY:	non-profit organiz		SERVICE STANTED IN.	· · · · · · · · · · · · · · · · · · ·	
	MUNICIPAL CONTACT:	Susan Sweet		POPULATION SERVED:		25,000
		(613) 735-3675		SERVICE AREA (ha):	n/a	
	OPERATIONS CONTACT:	Art Gallagher		ADVISORY COMMITTEE?	968	
		(613) 735-6998		NUMBER OF MEMBERS:		10
	FINANCIAL			SERVICE		
	OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	accessible door	
×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
×	Dedicated	\$39,639		Weekdays	0830 to 1630	
	Non-Dedicated			Saturday		
	TOTAL	\$38,639	\$25,017	Sunday		
Yes				Holidays		
~	NET OPERATING COST:		\$74,622	\$74,622 CALL-INS:	min 24 hours, no max	
	Provincial Share		\$55,967	METHODS:		
	Municipal Share			Registration	manually	
yes	Donations		\$41.277	Reservations	manually	
. 2				Scheduling	manually	
2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
	Eligible - Wheelchair	1,904		FARE STRUCTURE:		
	- Ambulatory	10,059		B	Tickets/Cards	Monthly Pass
	Attendants/Companions	657		Adult \$2		
26 9%	Other (not eligible)			Chiid \$2		
252 91%	TOTAL:	11,963		Student \$2.	\$20.00	
				Senior \$2		
	TRIP TYPES:			Attendant		

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

REGISTRANTS

2 COMPARISON WITH CONVENTIONAL TRANSIT:

UNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

annually

Reservation Prebooked

278

Attendants/Companions

Other (not eligible) TOTAL:

- Ambulatory - Temporary

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

ELIGIBILITY COMMITTEE?

MEMBERS?

Conventional Hours Fare Structure

50% OTHER METHODS OF PAYMENT:

different, \$1.35 longer

VEHICLE S Munical Lange of Section States AMERICA FIRES: Number of Capacity (Capacity) AMERICA FIRES (CAPACITY CAPACITY										
Number Ambiendates Ambie	VEHICLES							EMPLOYEES		
Name			Wheelchair	Ambulationy	Average	ANNUAL KILOMETRES:				
S 9 7 ANMIAL HOURS: Consequence	VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue		NUMBER OF EMPLOY		Time
S	S-Wagon/Sedan		,		1					0
Total Si Non-DEDICATED SERVICE No. OF OPERATORS: Specialized Admini. 1 1 1 1 1 1 1 1 1	Modified Vans	N	n	ຫ	_	ANNUAL HOURS:		Operations	_	4
Total Admirer	Small Buses					Revenue		Chico		
Admin. 1	Purpose-Built					Total	2,080	Mainten.		
AVAILABLE? TOTAL 2 2	Other							Admin.	-	
AVAILABLE?	TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE		Volun.		
A		1				AVALABLE? no			2	2
1-2 2-4 4-6 6-9 9-12 12-4 (ie. fizar rate, hourty, per km etic.) ACTOR -2 2 1	Ownership:	non-profit or	rganiz							
1-2 2-4 4-6 6-9 9-12 12+ (e. flat rate, hourh), per km etc. 2	Maintenance:	non-profit or	rganiz			NO. OF OPERATORS:		UNIONS:		
2			,					Specialized	2	
1-2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourly, per km etc.) MAXIMUM WAGE RATES: Specialized Conversion	FI FET DISTRIBUTION:					PAYMENT METHOD:		Conventional	CUPE local 24	
ATORS SERVICE: SERVICE SPECIALIZATION: SPECIALIZATION: SPECIALIZATION: SPECIALIZATION: S.	2	9-11		9		(ie. flat rate, hourly, per km etc.)				
ATORS ATORS SERVICE: 25.1% Registrants/Capita Savice Diricated Savice Coordinates Non-Dedicated Savice Dedicated Savice CoorTity - Dedicated Savice Hours/Operator Hours/Operator Hours/Operator Richmetres/Vehicle Hours/Operator Richmetres/Vehicle Revenue Hours/Operator Reve		10				flat rate per trip		MAXIMUM WAGE RAT	ES:	
ATORS ATORS SERVICE: 25.1% Registrants/Capita \$12.00 \$6.25.1% Registrants/Capita Trips. Anon-Dedicated Service Service Academy Service Ontyloperator Copital Trips. Anon-Dedicated Service Ontyloperator Copital Trips. Ass. Service Ontyloperator Copital Service Ontyloperator Copital Service Ontyloperator Copital Service Copital Service Ontyloperator Copital Service Copital Service Copital Copital Service Copital Copital Service Copital Copital Copital Service Copital Copit		1							Specialized	Conventional
A T O R S SERVICE: 25.1% Registrants/Capita \$2.98 Revenue Vehicle Hours/Capita Trips by Non-Dedicated Service Cost/Trip - Dedicated Service Cost/Trip - Dedicated Service Cost/Trip - Non-Dedicated Service Revenue Hours/Operator Cost/Trip - Non-Dedicated Service Revenue Hours/Operator Revenue Hours/Operator Richemetres/Vehicle	Salurday					DAYMENT VEDICICATION		Oneration	\$12.00	\$15.96
SERVICE: 25.1% Registraris/Capita \$2.5.1% Registraris/Capita \$2.5.1% Registraris/Capita \$2.5.1% Registraris/Capita \$2.5.1% Registraris/Capita \$2.5.1% Remember Vehicle Hours/Capita Trips Capita Trips by Non-Dedicated Service Trips by Non-Dedicated Service Cost/Trip - Dedicated Service Cost/Trip - Non-Dedicated Service Cost/Trip - Non-D	Sunday					PATMENT VENITION.		Maintanan		615 71
SERVICE: 25.1% Registrants/Capita \$25.1% Registrants/Capita \$2.5.1% Revenue Vehicle Hours/Capita \$2.5.1% Revenue Hours/Capita \$2.5.1% Revenue Hours/Vehicle Ridometres/Vehicle Ridometres/Vehicle Ridometres/Vehicle Ridometres/Vehicle Ridometres/Vehicle Ridometres/Vehicle Ridometres/Vehicle	Holidays							Medicience		-
Venue/Op.Cost 25.1% Registrants/Capita SERVICE: SERVICE UTILIZATION: g Cost/Capita \$2.98 Revenue Vehicle Hours/Capita 0.0111 Trips/Hour r Cost/Capita Trips by Non-Dedicated Service 0.4785 Average Kilometres/Hour Cost Trips by Non-Dedicated Service 0.4785 Average Kilometres/Hour Cost Trips by Non-Dedicated Service Cancellations A2% EFFECTIVENESS: Cancellations A2% Cost/Trip - Dedicated A2% Cost/Trip - Dedicated A2% Cost/Trip - Non-Dedicated A2% Cost/Trip - Dedicated A2% Average Kilometres/Figures A2% Cost/Trip - Dedicated A2% Average of Visioners Sea.33 A2% Average of Visioners A	PERFORMANC	E INDI								
venue/Op.Cost 25.1% Registrants/Capita 0.0111 Trips/Hour Kilometres/Hour g Cost/Capita \$2.98 Revenue Vehicle Hours/Capita 0.4785 Average Kilometres/Hour r Cost/Capita Trips by Non-Dedicated Service 0.4785 Average Kilometres/Hour Cost Trips by Non-Dedicated Service 1 Trips have readed Average Kilometres/Hour All Cost/Trip - Dedicated Average Kilometres/Hour All Cost/Trip - Dedicated Average Kilometres/Hour r (Dedicated Service Only): LABOUR PRODUCTIVITY: Sea.33 No-Shows r (Dedicated Service Only): LABOUR PRODUCTIVITY: Revenue Hours/Vehicle r (Dedicated Service Only): Revenue Hours/Vehicle r (Dedicated Service Only): Revenue Hours/Vehicle	FINANCIAI -			SERVICE				SERVICE UTILIZATIO	N:	
\$2.98 Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service Only): A2% EFFECTIVENESS: CosyTrip - Dedicated Service Cancellations	Dr On Boundary	Jet J	%15%	Registrants	Capita		0.0111	Trips/Hour		
Trips.Capita Trips by Non-Dedicated Service Sex. 42% EFFECTIVENESS: CosyTrip - Dedicated Service Only): LABOUR PRODUCTIVITY: Revenue Hours/Vehicle Hours/Operator Riometres/Vehicle Kilometres/Vehicle Kilometres/Vehicle Kilometres/Vehicle	Net Operation Cost/Capit	77	\$2.38	Revenue V	shide Hours/C	apita		Kilometres/Hour		
Trips by Nor-Dedicated Service Trips By Nor-Dedicated Service Service Service Service Service Service Only): LABOUR PRODUCTIVITY: Hours/Operator Trips/Registrant Unaccommodated Trip Requests Cancellations Cancellations Cancellations - Non-Dedicated - Non-Dedicated - Non-Dedicated - VEHICLE UTILIZATION (Dedicated Service Only) Revenue Hours/Vehicle - Hours/Operator - Kilometres/Vehicle - Kilometres/Vehicle	Municipal Net Cost/Capit			Trips/Capit			0.4785	Average Kilometres/Tr	. <u>ρ</u> .	
5.8% CastTiveNess: Caroellations - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - VEHICLE UTILIZATION (Dedicated Service Only) - Hours/Operator - Kilometres/Vehicle - Kilometres/Vehicle - Kilometres/Vehicle - Non-Dedicated -	Share of Net Cost			Trips by No	n-Dedicated S	ervice		Trips/Registrant		43.03
42% EFFECTIVENESS: Cast/Trip - Dedicated - Non-Dedicated - Non-Dedicated - VEHICLE UTILIZATION (Dedicated Service Only) LABOUR PRODUCTIVITY: Riverue Hours/Vehicle Hours/Operator Kilometres/Vehicle	- Provincial		58%					Unaccommodated Trip	Requests	0.02%
Cost/Trip - Dedicated	- Municipal		45%	EFFECTIVI	ENESS:			Cancellations		2.70%
- Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	(incl. donations)			Cost/Trip	- Dedicate	2	\$8.33	No-Shows		0.18%
LABOUR PRODUCTIVITY: Hours/Operator					- Non-De	dicated				
LABOUR PRODUCTIVITY: Hours/Operator	EFFICIENCY (Dedicated	Service Only	y):					VEHICLE UTILIZATIO	N (Dedicated Serv	ice Only):
Hours/Operator	Cost/Hour			LABOUR P	RODUCTIVIT	e e		Revenue Hours/Vehic	9	
Maintenana Cretifilinmatra	Cost/Kilometre			Hours/Ope	ator			Kilometres/Vehicle		
	Maintenance Cost/Kilom	atte								

municipality

SERVICE OPERATED BY:

1976

September

SERVICE STARTED IN:

							-
Peterborough (City)		MUNICIPAL CONTACT:	Jim Kimble		POPULATION SERVED:	ę,	68,000
Handi Van			(705) 748-8895		SERVICE AREA (ha):		5,332
		OPERATIONS CONTACT:	Jack Spafford		ADVISORY COMMITTEE?	E? yes	S
			(705) 745-0525		NUMBER OF MEMBERS:	Ġ	10
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	accessible door	
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$498,850		Weekdays	0715 to 2315	
Other		Non-Dedicated	\$4,985		Saturday	0715 to 2315	
		TOTAL:	\$503,835	\$55,350	Sunday	0830 to 2000	
ELIGIBILITY COMMITTEE?	92				Holidays		
MEMBERS?		NET OPERATING COST:		\$447,885	CALL-INS:	min 24 hours, max 7 days	days
eligibility determined by admin. staff		Provincial Share		\$307,259	METHODS:		
		Municipal Share		\$140,626	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	yes				Schaduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	mannally	
WAITING ON LIST?		Eligible - Wheelchair	19,492		FARE STRUCTURE:		
		- Ambulatory	28,596		-	Cash Trckets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	3,540		Adutt	\$1.25	\$46.00
	381 42%	Other (not eligible)			Child	\$0.85	\$22.00
	529 58%	TOTAL	48,088		Student	\$1.25	\$36.00
					Senior	\$1.25	\$11.00
Attendants/Companions		TRIP TYPES:			Attendant	\$1.25	
Other (not eligible)		Subscription		40%	Companion	\$1.25	•
TOTAL	914	Prebooked		19%	Other		
		Reservation		40%	OTHER METHODS OF PAYMENT:	YMENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		%0			
every 4 or 5 years		UNACCOMMODATED TRIP REQUESTS:	PEQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	INENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	Ves	CANCELLED TRIPS:		5,071	Conventional Hours	shorter	
VISITORS ELIGIBLE?	VeS	NO-SHOWS:		553	Fare Structure	same as adult	

Number Capacity Ambiestrair Ambiestr	VEHICLES									EMPLOYEES	ES	
Number Capacity Age Faverue			Wheekcha		Ambulan	ξį	Average					
Total Fig.	VEHICLE TYPES:	Number	Capaci	A	Cape	À.	Age			NUMBER OF E		
15.288 Mainten 15.288 Mainten 2	S-Wagon/Sedan							Total	278,584			Time
S NON-DEDICATED SERVICE Admirtor 2 Admirtor 2	Modified Vans	9		ນ		c)	5.3	-		Operators	7	2
Total	Small Buses							Revenue		Office	-	7
SINON-DEDICATED SERVICE Volum. 2 Volum. 13 4	Purpose-Built							Total	15,288	Mainten.	က	
NO. OF OPERATORS: 965 10 Nulvoks: Specialized No. OF OPERATORS: 965 10 Nulvoks: Specialized ATU local 1320	Other									Admin.	2	
AVALABLE? yes TOTAL 13 4	TOTAL VEHICLES	9						IS NON-DEDICATED SERVIC	W	Volun		
10 NO. OF OPERATORS: 1 10 NO. OF OPERATORS: Specialized ATU local 1320									×	TOTAL	13	4
UNIONS: Specialized ATU local 1320	Ownership:	municipality										
4-6 6-9 9-12 12+ (ia. flat ratio, hourly, per km etc.) ATU local 1320 6 1 2 mater ratio ATU local 1320 7 1 1 PAYMENT VERIFICATION: Specialized ATU local 1320 8 1 1 PAYMENT VERIFICATION: Specialized Conventional ATU local 1320 8 1 1 PAYMENT VERIFICATION: Specialized Conventional ATU local 1320 8 1 1 PAYMENT VERIFICATION: Specialized Conventional ATU local 1320 9 1 1 PAYMENT VERIFICATION: Specialized Conventional ATU local 1320 1 1 PAYMENT VERIFICATION: Specialized Conventional ATU local 1320 1 1 PAYMENT VERIFICATION: Specialized Conventional ATU local 1320 1 1 PAYMENT VERIFICATION: Specialized Conventional ATU local 1320 1 1 1 PAYMENT VERIFICATION: Specialized Conventional ATU local 1320 1 1 1 PAYMENT VERIFICATION: Specialized Conventional ATU local 1320 2 1 1 PAYMENT VERIFICATION: Specialized Conventional ATU local 1320 1 1 1 1 PAYMENT VERIFICATION: Specialized Conventional ATU local 1320 2 1 1 1 PAYMENT VERIFICATION: Specialized Conventional ATU local 1320 3 1 1 1 PAYMENT VERIFICATION: Average Kilometres/Hour ATU local 1320 1 1 1 1 PAYMENT VERIFICATION: Average Kilometres/Hour ATU local 1320 1 1 1 1 1 1 1 1 1	Maintenance:	municipality						NO. OF OPERATORS:	-	UNIONS:		
4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) MAXIMLM WAGE RATES: Specialized Convertions										Specialized	ATU local 1320	
4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) MAXIMUM WAGE RATES:	FLEET DISTRIBUTION:							PAYMENT METHOD:		Conventional	ATU local 1320	
6 1 2 meter rate MAXIMUM WAGE FATES:	99	9-11		4					ล			
2		2		່ເກ						MAXIMUM WA	GE RATES:	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips by Non-Dedicated Service Trips by Non-Dedicated Service - Non-Dedicated - Non-D				က	2	۴	*-				Specialized	Conventional
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips.Capita Trips.Capita Trips.Capita Trips.Begistrant Trips.Begistrant Trips.Begistrant Trips.Begistrant Trips.Begistrant Trips.Begistrant Unaccommodated Trip Requests Cost/Trip - Dedicated - Non-Dedicated - Kitometres/Vehicle - Kitometres/Vehicle - Kitometres/Vehicle	Sunday	ന	m	-	-	•-		PAYMENT VERIFICATION:		Operators	\$15.85	\$15.85
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips-Capita	Holidays									Maintenance	\$15.96	\$15.96
SERVICE: 11.1% Registrants/Capita \$E.59 Revenue Vehicle Hours/Capita \$2.07 Trips/Capita Trips by Non-Dedicated Service 1.1% Registrants/Capita Trips/Hour \$2.07 Trips/Registrant Trips/Registrant Unaccommodated Trip Requests Cost/Trip - Dedicated - Non-Dedicated - N	PERFORMANC	EINDI	CATORS	(0								
11.1% Registrants/Capita 2.0734 Trips/Hour	FINANCIAL				S	VICE				SERVICE UTI	LIZATION:	
\$6.59 Revenue Vehicle Hours/Capita \$2.07 Trips/Capita 1 Trips/Capita 1 Trips/Capita 1 Trips/Registrant 1 Trips/Registrant 1 Trips/Registrant 1 Unaccommodated Trip Requests 31% EFFECTIVENESS: \$10.37 Carcellations 4:10.37 No-Shows - Non-Dedicated - Non-Ded	R.C On Bayania On Co	ţ	11.19	%	Regi	strants/(apita		0.0134	Trips/Hour		
\$2.07 Trips/Capita Trips by Non-Dedicated Service FFECTIVENESS: 31% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non	Net Operating Cost/Capit	es	\$6.5	92	Reve	mue Ve	nicle Hours	vCapita .		Kilometres/Ho	5	
Trips By Non-Dedicated Service Trips Requests 69% EFFECTIVENESS: 31% EFFECTIVENESS: CosstTrip - Dedicated - Non-Dedicated - N	Municipal Net Cost/Capita	and a	\$20	70	Trips	Capita			0.7072	Average Kilon	letres/Trip	
69% 31% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated -	Share of Net Cost				Trips	by Non	-Dedicated	Service		Trips/Registra	E	5261
31% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated Service Only - Revenue Hours/Vehicle - Hours/Operator - Kilometres/Vehicle	- Provincial		8	%						Unaccommod	ated Trip Requests	
Cost/Trip - Dedicated \$10.37 No-Shows - Non-Dedicated VEHICLE UTILIZATION (Dedicated Service Only): LABOUR PRODUCTIVITY: Revenue Hours/Vehicle Hours/Operator Kilometres/Vehicle	- Municipal		3	%	HH	CTIVE	NESS:			Cancellations		10.55%
- Non-Bedicated vice Only): LABOUR PRODUCTIVITY: Hours/Operator	(incl. donations)				Cost	Trip	- Dedic	atted	\$10.37	No-Shows		1.16%
vice Only): LABOUR PRODUCTIVITY: Hours/Operator							- Non-E	Pedicated				
LABOUR PRODUCTIVITY: Hours/Operator	EFFICIENCY (Dedicated	Service Ont	,;;							VEHICLE UT	LIZATION (Dedicated Serv	ice Only):
Hours/Operator	Cost/Hour				Z P	DUR PR	ODUCTIVI	IX:		Revenue Hou	rs/Vehicle	
Maintanance Cost/Milometra	Cost/Kilometre				Hour	s/Opera	tor			Kilometras/Ve	hicle	
	Maintenance Cost/Kilome	ıre										

		SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	January	1992
Peterborough (County)		MUNICIPAL CONTACT:	Bryce McLean		POPULATION SERVED:		48,165
Community Care Caremobile	obile		(705) 743-0380		SERVICE AREA (ha):		388,943
		OPERATIONS CONTACT:	Pameia MacDougall		ADVISORY COMMITTEE?	, yes	
			(705) 742-7067		NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Urable to Use		Dedicated	\$14,789		Weekdays	0800 to 1630	
Other		Non-Dedicated			Saturday		
		TOTAL	\$14,789	\$4,988	Sunday		
ELIGIBILITY COMMITTEE?	2				Holidays		
MEMBERS?		NET OPERATING COST:		\$9,801	\$9,801 CALL-INS:	min 24 hrs, max. 60 days	
eligibility determined by staff/medical health professional	professiona	N Provincial Share		\$4,029	\$4,029 METHODS:		
		Municipal Share			Registration	manually	
REGISTRATION REQUIRED?	yes	Donations		\$4,127	Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	937		FARE STRUCTURE:		
		- Ambulatory	470		Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	161		Adult		
Eligible - Wheelchair	31 36%	Other (not eligible)			Child		
	51 60%	TOTAL	1,407		Student		
- Temporary	3 4%				Senior		
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription		25%	Companion		
TOTAL:	85	Prebooked		25%	Other		
		Reservation		20%	OTHER METHODS OF PAYMENT:	NT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		8	\$5.00 to \$10.00 per round trip depending on distance travelled.	p depending on distance tra	welled.
annually		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:	9	6 COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		40	Conventional Hours		
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure		

Name	VEHICLES							EMPLOYEES	
Total			Wheelchair	Ambulatory	Average	ANNUAL KILOMETHES:			
1 2 12 2 10 10	VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	54,900	NUMBER OF EMPLOYEES:	
1 2 12 12 12 12 12 13 13	S-Wagon/Sedan					Total	55,500	Full Time	Part Time
1 2 12 2 Total 2,008 Mainten. 1 1 1 1 1 1 1 1 1	Modified Vans					ANNUAL HOURS:		Operations 1	
1	Small Buses					Revenue	1,832	Office 1	
AVALABLE? TOTAL 3	Purpose-Built	-	2	12	2	Total	2,008	Mainten.	
1 S NON-DEDICATED SERVICE No. OF OPERATORS: No. OF OPERATORS: No. OF OPERATORS: Specialized No	Other							Admin. 1	
TOTAL 3 TOTAL 3 TOTAL 3 TOTAL 3 TOTAL 3 TOTAL 3	TOTAL VEHICLES	7"				IS NON-DEDICATED SERVICE		Volun.	
Maintenance									
No. OF OPERATORS: No. OF OPERATORS: No. OF OPERATORS: Specialized Sp	Ownership:	municipality	//non-profit organi	ization					
11-2 2-4 4-6 6-9 9-12 12- (ie. flat rate, hourly, per km etc.) Avanational Conventional Conventional Conventional Conventional Conventional Conventional Specialized Conventional Structure	Maintenance:	contract op	erator/County roa	ds dept.		NO. OF OPERATORS:		UNIONS:	
11-2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.) MAXIMUM WAGE PATES: Specialized Conventional Specialized Conventional Specialized Conventional Conventional Specialized Conventional									
1-1-2 2-4 4-6 6-9 9-12 12+ (io. flat rate, hourly, per km etc.) MAXIMLIM WAGE RATES: 1	FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
1	29	9-11		3		(ie. flat rate, hourly, per km etc.)			
N D I C A T O R S SPERVICE: 33.7% Registrants/Capita \$0.0018 Trips/Hour		-						MAXIMUM WAGE RATES:	
N D I C A T O R S SERVICE: SERVICE	Saturday							Specialized	
N D I C A T O R S SERVICE: SERVICE SERVICE SERVICE SERVICE UTILIZATION: 33.7% Registrants/Capita 0.0018 Trips/Hour Trips do Non-Dedicated Service 1.00292 Average Kilometres/Hour 50% EFFECTIVENESS: Cost/Trip - Dedicated Service 1.00292 Average Kilometres/Trip 50% EFFECTIVENESS: Cost/Trip - Dedicated Service 1.00291 Average Kilometres/Trip 50% EFFECTIVENESS: Cost/Trip - Dedicated Service 1.00291 Average Kilometres/Vehicle 5.0021 Average Kilometres/Vehicle 5.0022 Average Kilometres/Vehicle	Sunday					PAYMENT VERIFICATION:			
N D I C A T O R S SERVICE:	Holidays							Maintenance	
SERVICE	PERFORMANC	EINDI	CATORS						
33.7% Registrants/Capita 0.0018 Trips/Hour	FINANCIAL:			SERVICE				SERVICE UTILIZATION:	
\$0.20 Revenue Vehicle Hours/Capita 0.0380 Kilometres/Hour Trips/Capita Trips by Non-Dedicated Service 1.0292 Average Kilometres/Hip 50% EFFECTIVENESS: Cancellations Cancellations 50% EFFECTIVENESS: Cancellations Cancellations 50% FFECTIVENESS: Cancellations Cancellations 50% FFECTIVENESS: Cancellations Cancellations 50% LABOUR PRODUCTIVITY: Non-Dedicated YEHICLE UTILIZATION (Dedicated Service Only): \$0.27 Hours/Operator 1,832 Kilometres/Vehicle 5 \$0.02 \$0.02 Fractions only); Cancellations Fractions only);	R.C = Op.Revenue/Op.C.	SSI	33.7%	Registrants/	Capita		0.0018	Trips/Hour	0.77
Trips/Capita Trips/Capita Trips by Non-Dedicated Service Trips Phopurated Service Trips Phopurated Service Trips Requests Trips	Net Operating Cost/Capit	rd	\$0.20	Revenue Ve	hide Hours/C	apita	0.0380	Kilometres/Hour	29.97
Trips by Non-Dedicated Service Trips Registrant	Municipal Net Cost/Capit	rt.		Trips/Capita			0.0292	Average Kilometres/Trip	39.02
50% EFFECTIVENESS: Unaccommodated Trip Requests Cancellations 50% EFFECTIVENESS: Cancellations 2 Cost/Trip - Dedicated \$10.51 No-Shows 2 - Non-Dedicated VEHICLE UTILIZATION (Dedicated Service Only): Revenue Hours/Vehicle 50.27 \$0.27 Hours/Operator 1,832 Kilometres/Vehicle 5 \$0.02 \$0.02 1,832 Kilometres/Vehicle 5	Share of Net Cost			Trips by Nor	-Dedicated Sc	arvice		Trips/Registrant	16.55
50% EFFECTIVENESS: Cancellations 2 Cost/Trip - Dedicated \$10.51 No-Shows - Non-Dedicated VEHICLE UTILIZATION (Dedicated Service Only): \$8.07 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle 5 \$0.27 Hours/Operator 1,832 Kilometres/Vehicle 5 \$0.02 \$0.02 1,832 Kilometres/Vehicle 5	- Provincial		20%					Unaccommodated Trip Requests	0.43%
Cost/Trip - Dedicated	- Municipal		20%	EFFECTIVE	NESS:			Cancellations	2.84%
*S8.07 LABOUR PRODUCTIVITY: \$8.07 LABOUR PRODUCTIVITY: 1,832 Kilometres/Vehicle 50.02	(incl. donations)			Cost/Trip	- Dedicate	Į.	\$10.51	No-Shows	
\$8.07 LABOUR PRODUCTIVITY: Revenue Hours/Operator Service Only): \$0.27 Hours/Operator 50.02 \$0.02					- Non-Ded	licated			
\$8.07 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle 5 \$0.27 Hours/Operator 5 \$0.02	EFFICIENCY (Dedicated	Service Only	y):					VEHICLE UTILIZATION (Dedicated	Service Only):
\$0.27 Hours/Operator 1,832 Kilometres/Vehicle \$0.02	Cost/Hour		\$8.07	LABOUR PI	RODUCTIVITY			Revenue Hours/Vehicle	1,832
	Cost/Kilometre		\$0.27	Hours/Open	ator		1,832	Kilometres/Vehicle	54,900
	Maintenance Cost/Kilome	эте	\$0.02						

	128	
	SERVICE OPERATED BY:	SERVICE STARTED IN:
Pickering	MUNICIPAL CONTACT:	POPULATION SERVED:
Handi-Transit		SERVICE AREA (ha):
No data received	OPERATIONS CONTACT:	ADVISORY COMMITTEE?

			مسابعات بعض البيماء		
No data received	OPERATIONS CONTACT:		ADVISORY COMMITTEE?		
			NUMBER OF MEMBERS:		
REGISTRANTS	FINANCIAL		SERVICE		
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:		TYPE		
Unable to Board	Oper. Cost		Revenue HOURS OF SERVICE:		
Urrable to USe			Weekdays		
Other	Non-Dedicated		Saturday		
	TOTAL:		Sunday		
ELIGIBILITY COMMITTEE?			Holidays		
MEMBERS?	NET OPERATING COST:		CALL-INS:		
	Provincial Share		METHODS:		
	Municipal Share		Registration		
REGISTRATION REQUIRED?	Donations		Reservations		
REGISTRATION CAPDS?			Scheduling		
WAITING LIST?	ANNUAL ONE-WAY TRIPS: Dedicated	Non-Ded.	Dispatching		
WAITING ON LIST?	Eligible - Wheelchair		FARE STRUCTURE:		
	- Ambulanory		Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions				
Eligible - Wheelchair	Other (not eligible)		Child		

8

COMPARISON WITH CONVENTIONAL TRANSIT:

UNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

Subscription Reservation

Prebooked

TRIP TYPES:

Attendants/Companions - Ambulatory - Temporary

Other (not eligible) TOTAL:

TOTAL:

Conventional Hours Fare Structure

OTHER METHODS OF PAYMENT:

Companion Attendant Student Senior

VEHICLE TYPES: Number S-Wagon/Sedan						
S	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:		
S-Wagon/Sedan	Capacity	Capacity	Age	Revenue	NUMBER OF EMPLOYEES:	
				Total	Full Time	Part Time
Modified Vans				ANNUAL HOURS:	Operators	
Small Buses				Revenue	Office	
Purpose-Built				Total	Mainten.	
Other					Admin.	
TOTAL VEHICLES				IS NON-DEDICATED SERVICE	Volun.	
				AVAILABLE?	TOTAL	
Ownership:						
Maintenance:				NO. OF OPERATORS:	UNIONS:	
					Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:	Conventional	
6-9 9-11 11-2	24	3	9-12 12+	(ie. flat rate, hourly, per km etc.)		
					MAXIMUM WAGE RATES:	
Saturday					Specialized	Conventional
Sunday				PAYMENT VERIFICATION:	Operators	
Holidays					Maintenance	
PERFORMANCE INDICA'	ATORS					
FINANCIAL:		SERVICE			SERVICE UTILIZATION:	
R.C = Op.Revenue/Op.Cost		Registrants/Capita	Capita		Trips/Hour	
Net Operating Cost/Capita		Revenue Ve	Revenue Vehicle Hours/Capita	toita	Kilometres/Hour	
Municipal Net Cost/Capita		Trips/Capita			Average Kilometras/Trip	
Share of Net Cost		Trips by No	Trips by Non-Dedicated Service	nvice	Trips/Registrant	
- Provincial					Unaccommodated Trip Requests	
- Municipal		EFFECTIVENESS:	ENESS:		Cancellations	
(ind. donations)		Cost/Trip	- Dedicated	T)	No-Shows	
			- Non-Dedicated	icated		
EFFICIENCY (Dedicated Service Only):					VEHICLE UTILIZATION (Dedicated Service Only):	ad Service Only):
Cost/Hour		LABOUR P	LABOUR PRODUCTIVITY:		Revenue Hours/Vehicle	
Cost/Kiometre		Hours/Operator	ator		Kilometres/Vehicle	
Maintenance Cost/Kilometre						

			123				
		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	4	1986
Port Hope		MUNICIPAL CONTACT:	Neill Walkely		POPULATION SERVED:		12,500
			(416) 885-4544		SERVICE AREA (ha):	2	n/a
		OPERATIONS CONTACT:			ADVISORY COMMITTEE?		yes
					NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	door to door	
Unable to Board		-	Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$57,682		Weekdays	0815 to 1700	
Other		Non-Dedicated			Saturday		
		TOTAL	\$57,682	\$12,426	Sunday		
ELIGIBILITY COMMITTEE?	٤				Holidays		
MEMBERS?		NET OPERATING COST:		\$45,256	\$45,256 CALL-INS:	no min, no max	
		Provincial Share		\$31,352	\$31,352 METHODS:		
		Municipal Share		\$13,924	Registration	manually	
REGISTRATION REQUIRED?	768	Donations		\$4,068	Reservations	manually	
REGISTRATION CARDS?	768				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair			FARE STRUCTURE:		
		- Ambulatory			OI	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult \$	\$1.00	
Eligible - Wheelchair		Other (not eligible)			Child	1.00	
- Ambuiatory		TOTAL:	4,902		Student \$	\$1.00	
- Temporary					Senior \$	1.00	

COMPARISON WITH CONVENTIONAL TRANSIT:

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes 88

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

annually

Subscription Reservation

4,925

TRIP TYPES: Prebooked

Attendants/Companions - Temporary

Other (not eligible) TOTAL:

Conventional Hours Fare Structure

OTHER METHODS OF PAYMENT:

\$1.00 \$1.00

Companion Attendant Senior

Other

different, \$0.75

NE LO LES					ш	EMPLOYEES	
)	Wheelchair	Ambulationy	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Number	Capacity	Capacity	Age	Revenue	15,600 N	NUMBER OF EMPLOYEES:	
S				Total	15,600	Full Time	Part Time
Modified Vans 1			4	ANNUAL HOURS:		Operators 1	
Small Buses			4	Revenue	1,820	Office	
Purpose-Built				Total	1,820	Mainten.	
i etto						Admin.	
TOTAL VEHICLES 2				IS NON-DEDICATED SERVICE		Volun.	
				AVAILABLE? no		TOTAL 1	
Ownership: municipality							
				NO. OF OPERATORS:		UNIONS:	
						Specialized no	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	
9 9-11	11-2 2-4	94	9-12 12+	(ie. flat rate, hourly, per km etc.)			
					_	MAXIMUM WAGE RATES:	
Saturday						Specialized	Conventional
Sunday				PAYMENT VERIFICATION:		Operators	
Holidays						Maintenance	
PERFORMANCE INDIC	CATORS						
FINANCIAL		SERVICE:				SERVICE UTILIZATION:	***************************************
R/C = Op.Revenue/Op.Cost	21.5%	Registrants/Capita	Capita		0.3940	Trips/Hour	2.89
Net Operating Cost/Capita	\$3.62	Revenue Ve	Revenue Vehicle Hours/Capita	Etich	0.1456	Kiometres/Hour	8.57
Municipal Net Cost/Capita	\$1.11	Trips/Capita			0.3922	Average Kilometres/Trip	3,50
Share of Net Cost		Trips by Nor	Trips by Non-Dedicated Service	INICE		Trips/Registrant	9
- Provincial	64%					Unaccommodated Trip Requests	
- Municipal	36%	EFFECTIVENESS:	NESS:			Cancellations	
(inci. donations)		Cost/Trip	- Dedicated	70	\$11.77	No-Shows	
			- Non-Dedicated	icated			
EFFICIENCY (Dedicated Service Only):	y):					VEHICLE UTILIZATION (Dedicated Service Only):	
Cost/Hour	\$31.69	LABOUR PF	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	910
Cost/Glometre	\$3.70	Hours/Operator	itor		1,820	Kilometres/Vehicle	7,800
Maintenance Cost/Mometre	\$0.16						
				707			

		SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	March 1:	1985
Renfrew		MUNICIPAL CONTACT:	W.J. McMahon		POPULATION SERVED:		11,000
Sunshine Coach Service	a		(613) 432-4848		SERVICE AREA (ha):		1,306
		OPERATIONS CONTACT:	Doug Headrick		ADVISORY COMMITTEE?		yes
			(613) 432-2134		NUMBER OF MEMBERS:		4
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	accessible door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use		Dedicated	\$123,686		Weekdays	0800 to 1630	
Other		Non-Dedicated			Saturday	0900 to 0430	
		TOTAL	\$123,686	\$55,776	Sunday	0900 to 0430	
ELGIBILITY COMMITTEE?	9			-	Holidays		
MEMBERS?		NET OPERATING COST:		\$67,910	\$67,910 CALL-INS:		
medical/health professional		Provincial Share		\$51,715	METHODS:		
		Municipal Share		\$16,195	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	8				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	3,201		FARE STRUCTURE:		
		- Ambulatory	4,567		01	Cash Trckets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	1,572		Adult	\$2.25 10\\$22.50	
Eligible - Wheelchair	125 48%	Other (not eligible)			Child	\$2.25 10/\$22.50	
>	125 48%	TOTAL:	7,768		Student	\$2.25 10/\$22.50	
- Temporary	10 4%				Senior	\$225 10\$22.50	
Amendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription		26%	Companion		
TOTAL: 2	260	Prebooked		13%	Other		
		Reservation		26%	26% OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		36%			
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	PEQUESTS:	000	50 COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		8	Conventional Hours	No Corv. Service	
VACITODE ET ICIDI E?	Ves	NO-SHOWS:		KS	Fare Structure	No Corv. Service	

Number Capacity Amenage Ambulation	VEHICLES							EMPLOYEES	
Number Capacity Capacity Age Favoruse 44,488 NAMBER OF BAPLOYEES: Faul Time Faul Tim			Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
1	VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	44,488	NUMBER OF EMPLOYEES:	
1 2 3 2 ANNUAL HOLHS: 3,344 Original Carrier 3,544 Original	S-Wagon/Sedan					Total	45,988	Full Time	Part Time
1	Modified Vans	-	8	ო	2	ANNUAL HOURS:			
1	Small Buses	-	4	00	7	Revenue	3,348		
Admin. 1	Purpose-Built					Total	3,584	Mainten.	
NO. OF OPEPATORS: 10 11-12 2-4 4-6 6-9 9-12 12+ (ia. fart rate, hourty, per fam exc.) 1 11-2 2-2 (ia. fart rate, hourty, per fam exc.) MAXIMUM WAGE PATES: SERVICE 1-2 2-2	Other								
No. OF OPERATORS: yes TOTAL 3 OPERATORS: yes OP	TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE		Volun.	
No. OF OPERATORS: No. OF OPERATORS: No. OF OPERATORS: Operation No. OF OPERATORS: No. OF OPERATORS: Operators Stock No. OF OPERATORS: Operators Stock No. OPERATORS: Operators									
Occasion	Ownership:	non-profit or	rganiz						
11-2 12-4	Maintenance:	operator	,			NO. OF OPERATORS:	-	UNIONS:	
11-2 12-2 2-4 4-6 6-9 9-12 12+ flat, per kim etc.) PAYMENT METHOD: Conventional no									
1 1-2 2 2 2 2 2 3 1-2	PLEET DISTRIBUTION:					PAYMENT METHOD:			
SERVICE: Registrants/Capita Trips Capital Trips by Non-Dedicated Service Trips by Non-Dedicated Trips by Non-Dedic	99	9-11		F		(ie. flat rate, hourty, per km etc.)			
SERVICE: Registrants/Capita Trips/Capita Trips by Non-Dedicated Service Trips by Non-Dedicated Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator - Hours/Ope		0				flat, per hour, per km		MAXIMUM WAGE RATES:	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips by Non-Dedicated Service Trips by Non-Dedicated CostTrip - Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator - Hours/Oper	Saturday	-	-	4				Specialized	
SERVICE: Registrants/Capita Revenue Vehide Hours/Capita Trips by Non-Dedicated Service Only)	Sunday	4	4-	-		PAYMENT VERIFICATION:			
SERVICE: Registrants/Capita Revenue Vehide Hours/Capita Trips by Non-Dedicated Service Only)	Holidays								n/a
45.1% Registrants/Capita 0.0236 Trips/Hour \$6.17 Revenue Vehicle Hours/Capita 0.3043 Kilometres/Hour \$1.47 Trips/Capita Average Kilometres/Hour Trips Average Kilometres/Trip Unaccommodated Trip Requests Cancellations Cost/Trip - Dedicated - Non-Dedicated \$15.92 NEHICLE UTILIZATION (Dedicated Service Only): \$2.278 Hours/Operator \$2.78 Hours/Operator \$2.78 Kilometres/Vehicle \$2.78 Hours/Operator	PERFORMANC	EINDI	CATORS						
45.1% Registrants/Capita 0.0236 Trips/Hour \$6.17 Revenue Vehicle Hours/Capita 0.3043 Kilometres/Hour \$1.47 Trips/Capita Average Kilometres/Hour 75% Trips by Non-Dedicated Service Trips/Registrant 75% EFFECTIVENESS: Cancellations 25% EFFECTIVENESS: Cancellations Cost/Trip - Dedicated \$15.92 No-Shrows No-Shrows - Non-Dedicated VEHICLE UTILIZATION (Dedicated Service Only): \$36.35 LABOUR PRODUCTIVITY: \$2.78 Hours/Operator 1,574 Kilometres/Vehicle 1,574	FINANCIAL			SERVICE				SERVICE UTILIZATION:	
\$6.17 Revenue Vehicle Hours/Capita 0.7062 Average Kilometres/Frip 75% Trips Capita Trips Registrant 75% EFFECTIVENESS: Cancellations 25% EFFECTIVENESS: Cancellations Cost/Trip - Dedicated vice Only): \$36.35 \$2.78 Hours/Operator	R/C = On Revenue/Op.Cc	ĮSĮ.	45.1%	Registrant	s/Capita		0.0236	Trips/Hour	232
\$1.47 Trips/Capita Trips by Non-Dedicated Service Trips by Non-Dedicated Service Trips By Non-Dedicated Service 25% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - No	Net Operating Cost/Capit	ert	\$6.17	Revenue V	ehicle Hours/C	apita	0.3043	Kilometres/Hour	13.29
Trips By Non-Dedicated Service Trips By Non-Dedicated Service Cost Trips By Non-Dedicated Service Carcellations 25% EFFECTIVENESS: Carcellations Cast Trip - Dedicated - Non-Dedicated - Non-Dedicated Cast Carcellations - Non-Dedicated - Non-Dedicated - Non-Dedicated Cast Cast Cast Cast Cast Cast Cast Cast	Municipal Net Cost/Capitz		\$1.47	Trips/Capil	n		0.7062	Average Kilometres/Trip	5.73
75% EFFECTIVENESS: Carcellations Carcellations Carcellations CastTrip - Dedicated - Non-Dedicated - Non-Dedica	Share of Net Cost			Trips by N	on-Dedicated S	ervice		Trips/Registrant	29.88
25% EFFECTIVENESS:	- Provincial		75%					Unaccommodated Trip Requests	0.64%
CosyTrip - Dedicated \$15.92 No-Shows - Non-Dedicated - S15.92 No-Shows - Non-Dedicated - S15.92 No-Shows - Non-Dedicated Service Only): \$36.95 LABOUR PRODUCTIVITY: \$2.78 Hours/Operator 1,674 Kilometres/Verticle	- Municipal		25%	EFFECTIV	ENESS:			Cancellations	0.64%
vice Only): \$36.95 LABOUR PRODUCTIVITY: \$2.78 Hours/Operator 1,674 Kilometres/Verticle	(incl. donations)			Cost/Trip	- Dedicate	70	\$15.92	No-Shows	0.32%
vice Only): \$36.95 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle \$2.78 Hours/Operator \$2.78 Hour					- Non-Dec	licated			
\$36.95 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle 2 \$2.78 Hours/Operator 2	EFFICIENCY (Dedicated	Service Only	x):					VEHICLE UTILIZATION (Dedicate	ed Service Only):
\$2.78 Hours/Operator 1,674 Kilometres/Vehicle	Cost/Hour			LABOUR	RODUCTIVITY	e		Revenue Hours/Vehicle	1,674
	Cost/Kilometre		\$2.78	Hours/Ope	rator		1,674		22.24
	Maintenance Cost/Kilome	gree of							

		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	June 19	1980
Richmond Hill		MUNICIPAL CONTACT:	W.J. Newton		POPULATION SERVED:		81,968
Mobility Bus			(416) 771-2477		SERVICE AREA (ha):		1,960
		OPERATIONS CONTACT:	A Evans		ADVISORY COMMITTEE?	ува	ω.
			(416) 771-2419		NUMBER OF MEMBERS:		00
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	accessible door	
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$165,426		Weekdays	0700 to 1900	
Other		Non-Dedicated	\$23,258		Saturday		
		TOTAL	\$194,684	\$6,03	Sunday		
ELIGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	00	NET OPERATING COST:		\$184,890	\$184,890 CALL-INS:	no min, max 30 days	
		Provincial Share		\$97,083	\$97,083 METHODS:		
		Municipal Share		\$87,807	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	manually	
WAITING LIST?	00	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	2,677	1,302	FARE STRUCTURE:		
		- Ambulatory	6,748	3,105	Cash	th Trckets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	1,166	518	Adult \$1.25	83	\$49.95
Eligible - Wheelchair 331	H 28%	Other (not eligible)			Child \$0.80	8	
- Ambulatory 811	1 68%	TOTAL:	9,425	4,407	Student \$1.00	8	\$38.00
- Temporary 5	54 5%				Senior \$0.80	8	
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription		10%	Companion		
TOTAL: 1,196	9	Prebooked		45%	Other		
		Reservation		43%	43% OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		2%			
amnaily		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	NTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		1,080	Conventional Hours	same	
VISITORS ELIGIBLE?	yes	NO-SHOWS:		458	Fare Structure	заше	

VEHICLE S Multiple Capacity AMENICAL KLOMETRES: 45.25 IMAGER OF BIRPLOYEES: EMPLOYEES: PRITTING VEHICLE TYPES: Number Capacity Age Revenue 4.95 IMAGER OF BIRPLOYEES: PRITTING Symptomode Value 2 2 2 2 3.75 Operations 1 Order 2 2 2 2 4.00 Marinim 2 Opinior 1.01 1.01 Admin. 2 1.01 3 4 Opinior 1.01 1.02 2.2 2 2 1.01 3 4 Opinior 1.01 1.02 3.45 4.66 6.9 3.12 1.24 (a. trant.noun), port minet) 1.01 3 4 Opinior 1.01 2 2 2 1 1 1 1.01 1.01 3 4 Opinior 1.01 1.01 1.01 1.01 1.01 1.01 1.01 1.01							-		
Number Capacity App Pavenue S4,261 App Pavenue S4,261 App	VEHICLES							MPLOYEES	
Number Capacity Age Pavenue 54,261 NumBER OF EMPLOYEES: Part Time Full Tim			Wheelchair	Ambulatory	Амегаде	ANNUAL KILOMETRES:			
Total SA,261 AMNUAL HOLRS: SA,261 Operators S1,762 Original Full Time Part Time Pa	VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	48,525	NUMBER OF EMPLOYEES:	
Sevenue 3.750 Office 1 1	S-Wacon/Sadan					Total	54,261	Full Time	Part Time
Severe Si750 Offices 1 1	Modified Vans					ANNUAL HOURS:			
9 3 Total	Small Busas					Revenue	3,750	Office 1	-
NO. OF OPERATORS: 1 UNIONS: 2	Purpose-Built	2	8	σ	က	Total	4,000	Mainten.	-
NO. OF OPERATORS: 1 UNIONS: Specialized CUPE Local 2471	Other							Admin.	2
NO. OF OPERATORS: yes TOTAL 3	TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE		Volun.	
UNIONS: Specialized CUPE Local 2471									4
UNIONS: Specialized CUPE Local 2471 UNIONS: Specialized CUPE Local 2471 Ocrovertional Cornvertional Cornvertiona	Ownership:	municipality							
SERVICE: Registrants/Capita Trips/Capita Trips by Non-Dedicated Service Town-Dedicated Town-Ded	Maintenance:	municipality				NO. OF OPERATORS:	-	UNIONS:	
PAYMENT METHOD: 4.6 6-9 9-12 12+ (ie. flat ratie, hourty, per km etc.) PAYMENT VERIFICATION: Choerators SERVICE: Registrants/Capita Trips/Capita Trips by Non-Dedicated Service Cost/Trip - Dedicated Cost/Trip - Dedicated Hours/Operator LABOUR PRODUCTIVITY: Hours/Operator 1,875 Kilometres/Vehicle Conventional Average Kilometres/Frip Carcellations Carcellations Service Conventional Average Kates: Conventional Specialized Specialized Conventional Specialized Conventional Specialized Conventional Specialized Specialized Conventional Specialized Specialized Conventional Specialized Speciali						:			X23 2471
4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.) MAXIMLM WAGE FATES: Specialized Convergence	FI FET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips by Non-Dedicated Service CosyTrip - Dedicated Hours/Operator Hours/Operator 1,875 Kilometres/Vehicle 1,875 Kilometres/Vehicle 1,875 Kilometres/Vehicle 1,875 Kilometres/Vehicle 1,875 Kilometres/Vehicle 1,875 Kilometres/Vehicle Specialized Convertification Specialized Speci	2	17		6-9		(ie. flat rate, hourly, per km etc.)			
SERVICE: Registrants/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service Cost/Trip - Dedicated Service - Non-Dedicated - Non-Dedicated - Hours/Operator 1,875 Kilometres/Vehicle - Dedicated Service - Hours/Operator - Hours/Operator - Hours/Operator - Chit issued, verified with records - SERVICE UTILIZATION: - \$17.16 - SERVICE - Trips/Capita - 0.0457 Kilometres/Hour - 0.0457 Kilometres/Hour - 0.0457 Kilometres/Trip - Service - Non-Dedicated Service - Non-Dedicated Service - Service - Non-Dedicated - Service - Non-Dedicated Service - Non-Dedicated Service - Non-Dedicated - Service - Service - Non-Dedicated - Service - Service - Non-Dedicated - Service - Non-Dedicated - Service - Non-Dedicated - Service - Service - Service - Non-Dedicated - Service - Service - Service - Non-Dedicated - Service - Service - Non-Dedicated - Service		١				meter rate		MAXIMUM WAGE RATES:	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips by Non-Dedicated Service Trips by Non-Dedicated Service - Non-Dedicated - Non-Dedicated - Hours/Operator - Hours/Operator - Hours/Operator - Cattle Service - Hours/Operator - Hours/Operator - Cattle Service - Hours/Operator - Cattle Service - Cattle Service - Secretary Revenue Hours/Capita - Secretary Revenue Hours/Cetricle - Secretary Revenue Hours/Cetricle - Secretary Revenue Hours/Verticle								Specializa	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita	Cimelan					PAYMENT VERIFICATION:			
SERVICE: Registrants/Capita Revenue Vehide Hours/Capita Trips/Capita T	Holidays					chit issued, verified with records		8	
SERVICE SERVICE SERVICE SERVICE UTILIZATION:	PERFORMANC	E INDIC	ATORS						
5.0% Registrants/Capita 0.0146 Trips/Hour \$2.26 Revenue Vehicle Hours/Capita 0.0457 Klometres/Hour \$1.07 Trips/Capita 0.0457 Klometres/Hour 5.2% Trips/Capita 0.0457 Klometres/Hour 5.3% Trips/Capita 0.0457 Non-Bedicated 5.3% EFFECTIVENESS: CosvITrip Cancellations CosvITrip - Dedicated \$1,7.55 No-Shows - Non-Dedicated \$6.64 VEHICLE UTILIZATION (Dedicated Service Only) \$3.4.11 LABOUR PRODUCTIVITY: Revenue Hours/Nehicle \$1,875 \$0.11 \$0.11 Revenue Hours/Nehicle \$1,875	FINANCIAL			SERVICE				SERVICE UTILIZATION:	
\$2.26	RC = Op.Revenue/Op.C.	ost	5.0%	Registrants	Capita		0.0146	Trips/Hour	251
\$1.07 Trips/Capita Trips by Non-Dedicated Service 32% Trips/Registrant 32% Trips by Non-Dedicated Service 32% Trips by Non-Dedicated Service 32% Trips Preduction 32% Trips Predu	Net Operating Cost/Capit	TQ.	\$2.26	Revenue Ve	hide Hours/C	ziota	0.0457	Kilometres/Hour	129
Trips by Non-Dedicated Service 32% Trips by Non-Dedicated Service 32% Trips by Non-Dedicated Service 32% Trips Progress: 4.7% EFFECTIVENESS: 4.7% Cost/Trip - Dedicated \$6.54 - Non-Dedicated \$6.54 VEHICLE UTILIZATION (Dedicated Service Only): \$44.11 LABOUR PRODUCTIVITY: \$3.41 Hours/Operator \$6.11	Municipal Net Cost/Capit	ed	\$1.07	Trips/Capit			0.1687	Average Kilometres/Trip	5.15
53% EFFECTIVENESS: Carcellations Carcellations Carcellations Carcellations Carcellations S17.55 No-Shows - Non-Dedicated \$6.64 VEHICLE UTILIZATION (Dedicated Service Only): \$44.11 LABOUR PRODUCTIVITY: 1,875 Kilometres/Vehicle \$6.11 Kilometres/Veh	Share of Net Cost			Trips by No	-Dedicated Se	arvice	32%	Trips/Registrant	115
47% EFFECTIVENESS: CostTrip - Dedicated \$6.64 - Non-Dedicated \$6.64 VEHICLE UTILIZATION (Dedicated Service Only): \$44.11 LABOUR PRODUCTIVITY: \$3.41 Hours/Operator \$6.11	- Provincial		53%					Unaccommodated Trip Requests	
Cost/Trip - Dedicated \$17.55 No-Shows - Non-Dedicated \$6.64 VEHICLE UTILIZATION (Dedicated Service Only) \$44.11 LABOUR PRODUCTIVITY: 1,875 Kilometres/Vehicle \$3.41 Hours/Operator \$3.41	- Municipal		47%	EFFECTIVE	NESS:			Cancellations	7.81%
*6.64 VEHICLE UTILIZATION (Dedicated Service Only): \$44.11 LABOUR PRODUCTIVITY: \$3.41 Hours/Operator \$0.11	(incl. donations)			Cost/Trip	- Dedicate	7	\$17.55	No-Shows	331%
vice Only): \$44.11 LABOUR PRODUCTIVITY: Revenue Hours/Operator 1,875 Kilometres/Vehicle 2.					- Non-Ded	icated	\$6.64		
\$44.11 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle 2 \$3.41 Hours/Operator 2.2	EFFICIENCY (Dedicated	Service Only)						VEHICLE UTILIZATION (Dedica	ad Service Only):
\$3.4.1 Hours/Operator 1,875 Kilometres/Vehicle \$0.11	Cost/Hour		•	LABOUR P	RODUCTIVITY	21		Revenue Hours/Vehicle	1,87
	Cost/Kilometre		\$3.41	Hours/Oper	ator		1,875	Kilometres/Vehicle	24,26
	Maintenance Cost/Kilome	atta	\$0.11						

					The state of the s		
		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	April 18	1981
		MUNICIPAL CONTACT:	Lorraine Oliver		POPULATION SERVED:		74,323
Care-A-Van			(519) 336-3271		SERVICE AREA (ha):		5,000
		OPERATIONS CONTACT:	Jim Stevens		ADVISORY COMMITTEE?	92	
			(519) 336-3789		NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	VENUES:		TYPE	accessible door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$348,436		Weekdays	0730 to 2145	
		Non-Dedicated			Saturday	00830 to 1700	
		TOTAL:	\$348,436	\$31,990	Sunday		
ELGIBILITY COMMITTEE?	8				Holidays		
		NET OPERATING COST:		\$316,446	S	min 24 hours, max 6 days	days
eligibility determined by staff		Provincial Share		\$163,500	METHODS:		,
		Municipal Share		\$154,346	Registration	computer assisted	
REGISTRATION REQUIRED?	yes	Donations		\$28,476	Reservations	computer assisted	
REGISTRATION CARDS?	yes				Scheduling	computer assisted	
	8	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	7,936		FARE STRUCTURE:		
		- Ambulatory	14,738		3	Cash Trckets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	1,357		Adult	\$1.25 20/\$21.50	\$45.50
Eligible - Wheelchair 469	35%	Other (not eligible)	31		Child		
- Ambulatory 881	65%	TOTAL	22,674		Student	\$0.85 20/\$15.00	\$32.00
- Temporary					Senior	Purchased by Fine	
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription			Companion		
1,350		Prebooked			Other		
		Reservation			OTHER METHODS OF PAYMENT:	WENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response					
amually		UNACCOMMODATED TRIP REQUESTS:	QUESTS:	8	99 COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		2,213	Conventional Hours	same	
VISITORS ELIGIBLE?	Ves	NO-SHOWS:		188	Fare Structure	Same	

VELIO I DO						EMPLOYEES		
	Wheelchair	Ambulationy	Average	ANNUAL KILOMETPES:				
VEHICLE TYPES: Number	Capacity	Capacity	Age	Revenue	132,347	132,347 NUMBER OF EMPLOYEES:		
				Total	132,347	Full Time		Part Time
Modified Vans				ANNUAL HOURS:		Operators	4	
Small Buses				Revenue	8,866	Office	•	
Purose-Built 5	ო	Ø	ო	Total	8,866	Mainten.		
						Admin.	0.5	-
TOTAL VEHICLES 5				IS NON-DEDICATED SERVICE		Volun.		
				AVALABLE? no		TOTAL	5.5	·
Ownership: municipality								
Maintenance: municipality				NO. OF OPERATORS:	=	CNIONS:		
						Specialized	CBRT & GW Local 184	cal 184
H FET DISTRIBUTION:				PAYMENT METHOD:		Conventional	CBRT & GW Local 184	22 184 24 184
6-9 9-11 11-2	2.5	4-6 6-9 9-12	2 12+	(ie. fat rate, hourly, per km etc.)				
4		-				MAXIMUM WAGE RATES:	NTES:	
		-					Specialized	Conventional
Sinday				PAYMENT VERIFICATION:		Operators	\$14.23	\$14.23
Holidays						Maintenance	\$17.05	\$17.05
PERFORMANCE INDICATORS	ATORS							
FINANCIAL		SERVICE				SERVICE UTILIZATION:	:NOI	~
R.C On Revenue/On Cost	%26	Registrants/Capita	pita		0.0182	Trips/Hour		2.56
Net Operating Cost/Capita	\$4.26	Revenue Vehicle Hours/Capita	de Hours/C	apita	0.1193	Kilometres/Hour		14.93
Minicipal Not Cost/Capita	\$2.08	Trios/Capita			0.3051	Average Kilometres/Trip	Trip	5.84
Stare of Net Cost		Trips by Non-Dedicated Service	edicated Sa	ervice		Trips/Registrant		16.80
- Provincial	52%					Unaccommodated Trip Requests	rip Requests	0.44%
- Municipal	48%	EFFECTIVENESS:	ESS:			Cancellations		9.76%
(ind donations)		Cost/Trip	- Dedicated	2	\$15.37	No-Shows		0.81%
			- Non-Dedicated	licated				
EFFICIENCY (Dedicated Service Only):						VEHICLE UTILIZAT	VEHICLE UTILIZATION (Dedicated Service Only):	rice Only):
Cost/Hour	\$39.30	LABOUR PRODUCTIVITY:	CIIVITO	2		Revenue Hours/Vehicle	icle	1,73
Cost/Kilometre	\$2.63	Hours/Operator	×		2,217	Kilometres/Vehicle		26,469
Maintenance Cost/Kilometre	\$0.22							
				130				

Sanda Oto Manie			SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	÷	1975	ξ.
Sault Ste. Marie			MUNICIPAL CONTACT:	R.B. Avery		POPULATION SERVED:	ä		80,000
Para Bus				(705) 759-5309		SERVICE AREA (ha):			8
			OPERATIONS CONTACT:	A.J. Gagnon		ADVISORY COMMITTEE?	E:	y88	
				(705) 759-5438		NUMBER OF MEMBERS:	3S:		10
REGISTRANTS			FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:			OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	curb to curb		
Unable to Board	×			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	.,	Dedicated	\$488,007		Weekdays	0700 to 2300	Q	
Other			Non-Dedicated	\$39,723		Saturday	0700 to 2300	0	
			TOTAL	\$527,730	\$51,832	Sunday	0900 to 2100	0	
ELIGIBILITY COMMITTEE?	Α .	yes				Holidays			
MEMBERS?		4	NET OPERATING COST:		\$475,898	\$475,898 CALL-INS:	min 24 hours, max 7 days	s, max 7	lays
			Provincial Share		\$281,637	METHODS:			
			Municipal Share		\$194,261	Registration	computer assisted	ssisted	
REGISTRATION REQUIRED?	^	yes	Donations			Reservations	manually		
REGISTRATION CARDS?	-	2				Scheduling	manually		
WAITING LIST?	c	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	Manually		
WAITING ON LIST?			Eligible - Wheelchair	17,536		FARE STRUCTURE:			
			- Ambulatory	20,401	4,836		Cash Tickets	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:			Attendants/Companions	5,153	271	Adult		\$40.00	
Eligible - Wheelchair	230	44%	Other (not eligible)			Child			
- Ambulatory	9	55%	TOTAL:	37,937	4,836	Student			
- Temporary	16	36				Senior			
Attendants/Companions			TRIP TYPES:			Attendant			
Other (not eligible)			Subscription		49%	Companion			
TOTAL	1,207		Prebooked		27%	Other			

COMPARISON WITH CONVENTIONAL TRANSIT:

20% OTHER METHODS OF PAYMENT:

longer Same

Conventional Hours Fare Structure

3,867 88

UNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes yes

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

annually

Reservation

Wheelchair VEHICLE TYPES: Number Gapacity S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other TOTAL VEHICLES 7 Ownership: municipality Maintenance: transit authority FLEET DISTRIBUTION: 5-9-11 11-2 2-4 5-9-5-1 3 5-5					_			_
Mumber 7 4ES 7 municipality transit authorit FION: 5 1 11	Achair	Ambulationy	Average	ANNUAL KILOMETRES:	-			
municipality transit auth	Capacity	Capacity	Age	Revenue 22 Total 22	232,144	235,144 NUMBER OF EMPLOYEES: 235,955 Full Time		Part Time
municipality transit auth				ANNUAL HOURS:		Operators	10	
municipality transit auth	Ŋ	ເດ			13,779	Office	-	
municipality transit auth				Total		Mainten.	W	
municipality transit auth						Admin.		
municipality transit auth				ICATED SERV		Volun.	\$	-
ransit auth transit auth				AVAILABLE? yes		2	71	
ucarsii auur				NO OF OPERATORS:	-	UNIONS:		
61 6						Specialized	UTU Local 885	
911				PAYMENT METHOD:		Conventional	UTU Local 885	
100	24	6	9-12 12+	(i.e. flat rate, hourty, per km etc.)				
	က	+	-	zone fares	_	MAXIMUM WAGE RATES:	ITES:	
Saturday	8	1	* -				Specialized	Conventional
Sunday 1 1	9**	+		PAYMENT VERIFICATION:	_	Operators	515.50	64734
Holidays						Maintenance	17./14	411.51
PERFORMANCE INDICATORS	RS							
- IAIONAMI		SERVICE:				SERVICE UTILIZATION:	:NOI	
	768 6	Registrants/Capita	Capita		0.0151	Trips/Hour		2.73
	\$5.95	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.1722	Kilometres/Hour		16.85
Net Oberating Cooperate	£7 C\$	Trios/Capita			0.5347	Average Kilometres/Trip	Trip	6.12
		Trips by Nor	Trips by Non-Dedicated Service	Brvice	11%	Trips/Registrant		35.44
Daniscial	29%					Unaccommodated Trip Requests	rip Requests	
- Ministral	41%	EFFECTIVENESS:	NESS:			Cancellations		9.04%
(incl docations)		Cost/Trip	- Dedicated	2	\$12.86	No-Shows		1.49%
(**************************************			- Non-Dedicated	licated	\$8.21			
EFFICIENCY (Dedicated Service Only):						VEHICLE UTILIZAT	VEHICLE UTILIZATION (Dedicated Service Only):	ce Only):
-	\$35.42	LABOUR PI	LABOUR PRODUCTIVITY:	e		Revenue Hours/Vehicle	icle	1,968
нето	\$2.10	Hours/Operator	ator		1,378	Kilometres/Vehicle		S S
oct/Kilometre	\$0.24							7

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	February	1992
Cchroiher		AN INICIPAL CONTACT.	Ai Gauthier		POPULATION SERVED:		3,500
Handi Transit			(807) 824-2711		SERVICE AREA (ha):		
		OPERATIONS CONTACT:	Chris Joubert		ADVISORY COMMITTEE?	C:	yes
			(805) 825-3748		NUMBER OF MEMBERS:		7
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	accessible door	
Unable to Board			Oper. Cost	Revenue	오		
Unable to Use	×	Dedicated	\$20,040		Weekdays	0830 to 1730	
Other		Non-Dedicated	\$20,040	\$1 048	Sunday	1000 to 1600	
CHOISE DY COMMITTEE?	NOV				Holidays	0800 to 2000	
WEMBERSO	7	NET OPERATING COST:		\$18,992	ठ	min 24 hours, max 24 days	ax 24 days
elicitiin determined by staff		Provincial Share		\$9,496	METHODS:		
in the second se		Municipal Share		\$9,496	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	Manually	
WAITING ON LIST?		Eigible - Wheelchair	260		FARE STRUCTURE:		
		- Ambulatory	419		O	Cash Tickets/Cards	ts Monthly Pass
NUMBER OF REGISTRANTS:		Attendents/Companions	Ø		Adult	\$1.50 \$1.50	0
Eligible - Wheelchair	5 7%	Other (not eligible)			Child		
- Ambulatory	67 93%	TOTAL	679	280			
- Temporary						\$200	0
Anandants/Companions		TRIP TYPES:					0
Other (not eligible)		Subscription		11%	Companion	\$300	0
TOTAL:	72	Prebooked		11%	Other		
		Reservation		889	OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		10%			
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	MENTIONAL TRANSF	4.5
COMPANIONS ALLOWED IF SPACE?	X8S	CANCELLED TRIPS:		9	Conventional Hours	No Com. Service	æ
Merrope El Pobl E2	Noc	NO SHOWS.			Fare Structure		

Whodified Vans S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other TOTAL VEHICLES Ownership: non-profit organiz Maintenance: municipality PLEET DISTRIBUTION:	Wheelchair	Ambulatory Aven		_		
TION:	Capacity		AVBREGGE ANNUAL KILOMETHES:		on the over over or	
이 이		Capacity	Age Revenue		NOMBER OF EMPLOYEES.	Part Time
ण ।			ANNIA HOURS	Oper	Operators	4
이 마 이 마 이 마 이 마 이 마 이 마 이 마 이 마 이 마 이 마			Marion Dono.	4 700 Office		
91,	v -	10	Hevenue	-	fointe	
91.			1000		ji.	
위,			IS NON-DEDICATED SERVICE	Volun.	Ë.	
쮜.			AVAILABLE? no	TOTAL	¥.	ιn
위,	ź					
61 -			NO. OF OPERATORS:	Specialis	Snorialized UPIU	
9-11			PAYMENT METHOD:	8	æ	
<u> </u> -		6-9 9-12	12+ (ie. flat rate, hourty, per km etc.)			
-] -			MAX	MAXIMUM WAGE RATES:	
A THE STATE OF THE					3	CONNETITORIO
Snuday			PAYMENT VERIFICATION:	Ope Mair	Operators \$10.51	
Holidays						
PERFORMANCE INDICA	ATORS					
FINANCIAL		SERVICE:			SERVICE UTILIZATION:	
R.C. = On Revenue/On.Cost	5.2%	Registrants/Capita		-	Lups/Hour	0.40
Net Operating Cost/Capita	\$5.43	Revenue Vehicle Hours/Capita	urs/Capita	-	Gometres/Hour	
Minicipal Net Cost/Capita	\$271	Trips/Capita			Average Kilometres/Trip	7007
Share of Net Cost		Trips by Non-Dedicated Service	tted Service	28% Trip	rips/Registrant	405
- Pravincial	50%			a n	Unaccommodated Trip Requests	7070
Merringen	20%	EFFECTIVENESS:		Car	Cancellations	8.40.0
(socitonos)		Cost/Trip - De	- Dedicated	\$29.51 No.	No-Shows	
(time- on the control of		•	Non-Dedicated	į		Company.
FEFICIENCY (Dedicated Service Only):					VEHICLE UTILIZATION (Dedicated Service Only).	Service Gray).
Cost/Hour	\$11.79	LABOUR PRODUCTIVITY:	TIVITY:		Revenue Hours/Vehicle	3,,
Cost/Kilometre		Hours/Operator		850 Kilo	Kilometres/Vehicle	
Maintenance Cost/Mometre						

private contractor

SERVICE OPERATED BY:

1987

May

SERVICE STARTED IN:

Scudoq-Uxbridge		MUNICIPAL CONTACT:	Kathryn McCann		POPULATION SERVED:	30,000
Handi Transit Inc.			(416) 985-7346		SERVICE AREA (ha):	160,000
		OPERATIONS CONTACT:	Doug Manuel		ADVISORY COMMITTEE?	yes
			(416) 571-1222		NUMBER OF MEMBERS:	10
REGISTRANTS		FINANCIAL			SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	accessible door
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:	
Unable to Use	×	Dedicated Non-Dedicated	\$86,510		Weekdays	0800 to 1700
5000		TOTAL:	\$86,510	\$8,428	Sunday	
ELGIBILITY COMMITTEE?	2				Holidays	
MEMBERS?		NET OPERATING COST:		\$74,082	CALL-INS:	min 1 hour, max 5 days
		Provincial Share		\$39,041	METHODS:	
		Municipal Share		\$39,041	Registration	manually
REGISTRATION REQUIRED?	5	Donations			Reservations	manually
REGISTRATION CARDS?	OL C				Scheduling	manually
WAITING LIST?	5	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	mannally
WAITING ON LIST?		Eligible - Wheelchair			FARE STRUCTURE:	
		- Ambulatory			Cash	Tickets/Cards Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	155		Adult	
Eligible - Wheelchair		Other (not eligible)			Child	
- Ambulatory		TOTAL	1,559		Student	
- Temporary					Senior	
Attendants/Companions		TRIP TYPES:			Attendant	
Other (not eligible)		Subscription			Companion	
TOTAL		Prebooked		29%	Other	
		Reservation		41%	41% OTHER METHODS OF PAYMENT:	NT:
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response			zone fares, monthly billing, agency contracts	gency contracts
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		18	Conventional Hours	No Corry. Service
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure	No Conv. Service

VEHICLES							EMPLOYEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETHES:	000	A MARCO OF CARD OVERS:	
VEHICLE TYPES:	Number	Capacity	Capacity	8 6	Revenue	208, 4	5,800 NUMBER OF EMPLOYEES.	Part Time
S-Wagon/Sedan				•	Page 1	38,	Constitute 1	
Modified Vans	* -	က	4	۵	ANNUAL HOURS.	900	Office and a	*
Small Buses					Hevenue	0260		
Purpose-Built					Telo I	807	Admin. 1	-
Other					IS NON-DEDICATED SERVICE		Volum	
TOTAL VEHICLES	-				AVALABLE?		TOTAL 5	2
Ownership: Maintenance:	municipality contracted out	=			NO. OF OPERATORS:		UNIONS: Specialized Teamshor	Teamsters Local 938
The second secon					PAYMENT METHOD:		ā	
Peak Day 1	-	11-2	31 - 31	9-12 12+	(ie. flat rate, hourty, per km etc.) flat rate per trip		MAXIMUM WAGE RATES: Specialized	Conventional
Saturday Sunday Holidays					PAYMENT VERIFICATION:		Operators \$12.21	
PERFORMANCE INDICATORS	E INDIC	ATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	8
R.C.= On Revenue/On.Cost	ost	9.7%	Registrants/Capita	Capita			Trips/Hour	0.80
Net Operating Cost/Capita	rot	\$2.47	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.0642	Klometras/Hour	2.00
Municipal Net Cost/Capita	ď	\$1.30	Trips/Capita	Trips/Capita	ervice	0.0520	Average Kulometres/1mp Trips/Registrant	
Share of Net Cost		50%	to order				Unaccommodated Trip Requests	
- Floring		20%	EFFECTIVENESS:	NESS:			Cancellations	1.15%
(incl. donations)		3	Cost/Trip	- Dedicated	pa	\$55.49	No-Shows	
				- Non-Dedicated	dicated		VEHICLE LITTI IZATION (Dedicated Service Only):	d Service Only):
EFFICIENCY (Dedicated Service Only):	Service Only				,		Dansen Hours Mohinlo	1.926
Cost/Hour		\$44.92	LABOUR PI	LABOUR PRODUCTIVITY:	÷	900		5.800
Cost/Kilometre		\$14.92	Hours/Operator	ator		026'		
And the Company of the Company	or the or	\$243						

		SERVICE OPERATED BY:	transit commission		SERVICE STARTED IN:	June 15	1979
St. Catharines		MUNICIPAL CONTACT:			POPULATION SERVED:		124,000
Paratransit					SERVICE AREA (ha):		9,700
		OPERATIONS CONTACT:	Don Hull		ADVISORY COMMITTEE?	,	yes
			(416) 685-4228		NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	door to door	
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$601,558		Weekdays	0730 to 2330	
Curer		TOTAL	COM ES	tro 051	Simplex Co.	1230 to 2030	
EI KGIRII ITY COMMITTEE?	Ves	2	2001,1000		Holidays	1230 to 2030	
MEMBERS?	8	NET OPERATING COST:		\$568,607	\$568,607 CALL-INS:	min 24 hours, max 21 days	n days
		Provincial Share		\$284,303	METHODS:		
		Municipal Share		\$284,303	Registration	computer assisted	
REGISTRATION REQUIRED?	Yes	Donations		\$35,000	Reservations	computer assisted	
REGISTRATION CARDS?	2				Scheduling	computer assisted	
WAITING LIST?	8	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	
WAITING ON LIST?		Eligible - Wheelchair	10,526	1,155	FARE STRUCTURE:		
		- Ambulatory	14,485	249	ठ	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	2,761	270	Adult \$1.	\$1.25 5/\$6.00	\$46.00
Eligible - Wheelchair	537 49%	Other (not eligible)			Child	\$0.80 4/\$3.20	\$46.00
- Ambulatory	560 51%	TOTAL	25,011	1,404	Student \$1.	\$1.25 5/\$5.50	\$46.00
- Temporary					Senior \$1.	\$1.25 4/\$2.50	\$23.00
Attendants/Companions		TRIP TYPES:			Attendant \$1.	\$1.25 5/\$6.00	\$46.00
Other (not eligible)		Subscription		40%	Companion \$1.	\$1.25 5/\$6.00	\$46.00
TOTAL:	1,097	Prebooked		11%	Other \$1.	\$1.25 5/\$6.00	\$46.00
		Reservation		44%	44% OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?	25	Demand-Response		2%			
Allenune		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	983	636 COMPARISON WITH CONVENTIONAL TRANSIT:	INTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		3,060	Conventional Hours	same	
VICITORS EL ISTRI E2	Yes	NO SHOWS:		384	Fare Structure	same	

S: S: HOLES		Wheelchair		Account					
TES III			Ambulation	Average	ANNUAL KILOMETRES:				
on/Sedan d Vans Buses se-Built	Number	Capacity	Capacity	Age	Revenue	223,388	223,388 NUMBER OF EMPLOYEES:		
od Vans Buses te-Built					Total	230,802		Full Time Part	Part Time
Buses se-Built VEHICLES	-	ო	9	Q	ANNUAL HOURS:		Operators	9	
A-Built VEHICLES	4	ເດ	4	ო	Revenue	13,506	Office	•	-
VEHICLES	ო	7	9	S	Total	6,648	Mainten.	-	
VEHICLES							Admin.	•	4
	œ				IS NON-DEDICATED SERVICE		Volun.		
					AVAILABLE? yes		TOTAL	တ	ın
Ownership: tra	transit commission	ion							
	transit commission	ion			NO. OF OPERATORS:	~-	1 UNIONS:		
							Specialized	ATU local 846	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	ATU local 846	
6-9	9-11 11-2	2 24	6 6-9 9-	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 4	9 9				meter rate		MAXIMUM WAGE RATES:	ATES:	
Saturday	2 2	8	2					Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$16.33	\$16.33
Holidays							Maintenance	\$18.30	\$18.30
PERFORMANCE INDICATORS	INDICA	TORS							
FINANCIAL			SERVICE				SERVICE UTILIZATION:	:NOI:	
R/C = Op.Revenue/Op.Cost		5.5%	Registrants/Capita	apita		0.0088	Trips/Hour		1.85
Net Operating Cost/Capita		\$4.59	Revenue Veh	Revenue Vehicle Hours/Capita	tipita	0.1089	Kilometres/Hour		16.54
Municipal Net Cost/Capita		\$2.29	Trips/Capita			02130	Average Kilometres/Trip	Trip	8.33
Share of Net Cost			Trips by Non-	Trips by Non-Dedicated Service	rvice	2%	Trips/Registrant		24.08
- Provincial		20%					Unaccommodated Trip Requests	rip Requests	2.41%
- Municipal		20%	EFFECTIVENESS:	ESS:			Cancellations		11.58%
(incl. donations)			Cost/Trip	- Dedicated	10	\$24.05	No-Shows		1.49%
				- Non-Dedicated	icated				
EFFICIENCY (Dedicated Service Only):	rvice Only):						VEHICLE UTILIZAT	VEHICLE UTILIZATION (Dedicated Service Only):	co Only):
CostHour		\$44.54	LABOUR PRODUCTIVITY:	SDUCTIVITY			Revenue Hours/Vehicle	iicle	1,688
Cost/Kliometre		\$2.69	Hours/Operator	ă		2,251	Kilometres/Vehicle		27,923
Maintenance Cost/Kilometre		\$0.48							

	SERVICE OPERATED BY:		non-profit organiz		SERVICE STARTED IN:	March	1992
St. Marys	MUNICIPAL CONTACT:		Ken Storey		POPULATION SERVED:		8,000
St. Marys and Area Mobility Service	y Service	(5)	(519) 284 2340		SERVICE AREA (ha):		
	OPERATIONS CONTACT:		Glenn Finnir	,	ADVISORY COMMITTEE?		yes
		(5	(519) 284-2580		NUMBER OF MEMBERS:		12
REGISTRANTS	FINANCIAL				SERVICE		
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	S AND REVE	NUES:		TYPE:	accessible door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	Dedicated		\$30,721		Weekdays	0830 to 1700	
Other	Non-Dedicated				Saturday		
	TOTAL		\$30,721	\$3247	Sunday		
ELIGIBILITY COMMITTEE? no					Holidays		
MEMBERS?	NET OPERATING COST:	SOST:		\$27,474	\$27,474 CALL-INS:	min 24 hours, 30 days max.	ys max.
eligibility determined by medical health professional	ral Provincial Share			\$17,452	\$17,452 METHODS:		
	Municipal Share				Registration	manually	
REGISTRATION REQUIRED? yes	S Donations			\$12,000	Reservations	manually	
REGISTRATION CARDS? no					Scheduling	manually	
WAITING LIST? no	ANNUAL ONE-WAY TRIPS:	TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?	Eligible - Wheelchair	-la	200	8	FARE STRUCTURE:		
	- Ambulatory	ny.	1,000	20	ठा	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions	STOOL			Adult	\$1.00	
Eligible - Wheelchair 1,003	36% Other (not eligible)				Child \$1	\$1.00	
1,791	64% TOTAL:		1,500	8	Student \$1	\$1.00	
- Temporary					Senior \$1	\$1.00	
Attendants/Companions	TRIP TYPES:				Attendant \$1	\$1.00	
Other (not eligible)	Subscription			86	Companion	\$1.00	
TOTAL: 2,794	Prebooked			2%	Other	\$1.00	
	Reservation			52%	OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response			34%			
amnally	UNACCOMMODATED TRIP REQUESTS:	D TRIP REOL	JESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE? yes	S CANCELLED TRIPS:			20	Conventional Hours	No Corry. Service	
VISITORS ELIGIBLE?	NO CHOME.				Fare Structure	No Corry, Service	

WEHICLE TYPES:								
	Whe	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
	Number C.	Capacity	Capacity	Age	Revenue	13,400	13,400 NUMBER OF EMPLOYEES:	
E					Total	14,000	Full Time	Part Time
Modified Vans					ANNUAL HOURS:		Operators 1	-
O D D D D D D D D D D D D D D D D D D D					Revenue	2,070	Office	
Directo Brill		4	9	-	Total	2,210	Mainten.	
in and in							Admin.	
Cure Control	-				IS NON-DEDICATED SERVICE		Volun.	
IOIAL VERICES					AVAILABLE? yes		TOTAL 1	1
Ownership: nor	non-profit organiz							
Maintenanoe: nor	non-profit organiz				NO. OF OPERATORS:	~	UNIONS:	
							Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
99	9-11 11-2	24	6	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day	•	-			flat rate per trip		MAXIMUM WAGE RATES:	
Saturday							Specialized	Conventional
Nonday.					PAYMENT VERIFICATION:		Operators \$10.00	0
Holidays							Maintenance	
PERFORMANCE INDICATORS	INDICAT	ORS						
FINANCIAL			SERVICE				SERVICE UTILIZATION:	
Br On Bewentie/On Cost		10.6%	Reorstrants/Capita	Capita		0.3493	Trips/Hour	0.72
Not Operation Cost/Capita		53.43	Revenue V	Revenue Vehicle Hours/Capita	apita	0.2588	Kilometres/Hour	6.47
Municipal Nat Cost/Capita			Trips/Capita	ed		0.1975	Average Kilometres/Trip	8.30
Share of Net Cost			Trips by NK	Trips by Non-Dedicated Service	ervice	2%	Trips/Registrant	0.57
- Provincial		29%					Unaccommodated Trip Requests	
- Municipal		41%	EFFECTIVENESS:	ENESS:			Cancellations	127%
(incl. donations)			Cost/Trip	- Dedicated	2	\$20.48	No-Shows	
				- Non-Dedicated	ticated			
EFFICIENCY (Dedicated Service Only):	rvice Only):						VEHICLE UTILIZATION (Dedicated Service Unity):	ted service ority):
Cost/Hour		\$14.84	LABOUR	LABOUR PRODUCTIVITY:	<u>.</u>		Revenue Hours/Vehicle	2,070
Cost/Kiometre		\$2.29	Hours/Operator	rator		1,380	Kilometres/Vehicle	13,400
Maintenance Cost/Kilometre		\$0.07						

		141				
	SERVICE OPERATED BY:	private contractor	SERVICE STARTED IN:	April	1990	
St. Thomas	MUNICIPAL CONTACT:	John Roberts	POPULATION SERVED:			23,000
Paratransit		(519) 631-1680	SERVICE AREA (ha):			2,218
	OPERATIONS CONTACT:	Keith Fulton	ADVISORY COMMITTEE?		yes	

	141		
SERVICE OPERATED BY:	private contractor	SERVICE STARTED IN:	April
MUNICIPAL CONTACT:	John Roberts	POPULATION SERVED:	
	(519) 631-1680	SERVICE AREA (ha):	
OPERATIONS CONTACT:	Keith Fulton	ADVISORY COMMITTEE?	
	(519) 631-2731	NUMBER OF MEMBERS:	

	April				
	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:
141	private contractor	John Roberts	(519) 631-1680	Keith Fulton	(519) 631-2731
	SERVICE OPERATED BY:	MUNICIPAL CONTACT:		OPERATIONS CONTACT:	

Sunday	\$20,282	\$178,019	TOTAL
Saturday			Non-Dedicated
Weekdays		\$178,019	Dedicated
Revenue HOURS OF SERVICE	Revenue	Oper. Cost	
TYPE:		EVENUES:	OPERATING COSTS AND REVENUES:
SERVICE			FINANCIAL
NUMBER OF MEN		(519) 631-2731	
ADVISORY COMB		Keith Fulton	OPERATIONS CONTACT:
SERVICE AREA (I		(519) 631-1680	
POPULATION SE		John Roberts	MUNICIPAL CONTACT:
SERVICE STARTI		private contractor	SERVICE OPERATED BY:

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

REGISTRANTS

10

TYPE: HOURS OF S Weekdays Saturday	Sunday	\$157,737 CALL-INS:
Ravenue	\$20,282	\$157,737
ts est	19	

0700 to 1950 0700 to 1950 door to door

ш

Satur	Sund	Holid	CALL-IN	METHO	Donie
	\$20,282		\$157,737	\$105,790	CE3 047

NET OPERATING COST:

ო

yes

ELGIBILITY COMMITTEE?

MEMBERS?

×

Provincial Share

Municipal Share

Donations

98

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

yes 2

min 24 hour, max 7 days

	••	tion	tions	DUI.
T-INS:	THODS	Registration	Reservations	Scheduling

purer assisted

computer	manually	manually	manually
_	y2		

			ଥା
,	g	CTURE	
	뎚	RUC	

Non-Ded.

Dedicated 3,771 13,743 1,412 17,514

ANNUAL ONE-WAY TRIPS:

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

30% 30%

15 368

NUMBER OF REGISTRANTS:

FOTAL:

	Ol 49
úi	
B E	
patchin	
STR	dut
2 2	₹

Monthly Pass

Tickets/Cards

\$1.25 \$125

	Cash	\$1.25	\$125	\$125
יוניייייייייייייייייייייייייייייייייייי				

\$1.25	\$1.25	\$1.25

\$1.25	\$125	\$1.25

\$1.25	\$1.25	\$125	-
\$1.25	\$1.25	\$125	-

\$12	\$12	-
125	125	

275	\$125	\$1.25	\$1.25

	TRANSIT:	
YMENT:	VENTIONAL	longer
ODS OF PA	WITH CON	al Hours
OTHER METHODS OF PAYMENT	COMPARISON WITH CONVENTIONAL TRANSIT	Conventional Hours

64% OTHER METHODS OF PAYMENT:

\$125

Companion Mendant Student Senior Child

different, \$1.00

Conventional Hours Fare Structure

1267 25

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes Yes

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

every 2 or 3 years

VISITORS ELIGIBLE?

Subscription Reservation

522

RIP TYPES: Prebooked

Attendants/Companions

Other (not eligible) TOTAL:

- Ambutatory Eligible - Wheelchair

- Temporary

							EMPLOYEES	EES		
		Wheelchair	Ambulationy	Awerage	ANNUAL KILOMETRES:					
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	78,178	NUMBER OF EMPLOYEES:	EMPLOYEES:		
S-Wagon/Sedan					Total	78,996		Full Time	Part Time	
Modified Vans					ANNUAL HOURS:		Operators	4	8	
Small Buses	2	4	9	ო	Revenue	7,808	Office	-	N	
Purpose-Built					Total	8,030	Mainten.			
Other							Admin.	-	8	
TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE		Volun.			
					AVAILABLE? no	-	TOTAL	9	9	
Ownership:	municipality	<i>x</i>								
Maintenance:	operator				NO. OF OPERATORS:		UNIONS:			
							Specialized			
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional			
3	9-11	11-2 2-4	9	9-12 12+	(ie. flat rate, hourty, per km etc.)					
Peak Day 2	0	2					MAXIMUM WAGE RATES:	GE RATES:		
Saturday 2	2	2 2	2 2					Specialized	Conventional	onai
Sunday					PAYMENT VERIFICATION:		Operators	\$11.50		\$12.96
Holidays							Maintenance	\$19.00		\$19.04
PERFORMANCE INDICATORS	IND	CATORS								
FINANCIAL:			SERVICE				SERVICE UTILIZATION:	ILIZATION:		
R/C = Op.Revenue/Op.Cost	25	11.4%	Registrants/Capita	Capita		0.0180	Trips/Hour			224
Net Operating Cost/Capita		\$5.44	Revenue Ve	Revenue Vehicle Hours/Capita	piriz	0.2692	Kilometres/Hour	אני	7	1001
Municipal Net Cost/Capita		\$1.79	Trips/Capita			0.6039	Average Kilometres/Trip	netres/Trip	4	4.46
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	Irvice		Trips/Registrant	TI .	×	33.55
- Provincial		829					Unaccommod	Unaccommodated Trip Requests		
- Municipal		33%	EFFECTIVENESS:	NESS:			Cancellations		7.2	723%
(incl. donations)			Cost/Trip	- Dedicated	מ	\$10.16	No-Shows		0.3	0.34%
				- Non-Dedicated	icated					
EFFICIENCY (Dedicated Service Only):	service Only	y):					VEHICLE UTI	VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):	
Cost/Hour		\$22.80	LABOUR PI	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	rs/Vehicle	Š	3,904
Cost/Kilometre		\$2.28	Hours/Operator	itor		1,562	Kilometres/Vehicle	hicle	39.	39.089
Maintenance Cost/Milometre	g	\$n 17								

							The state of the s
		SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	December 1976	9/
Stratford		MUNICIPAL CONTACT:	G. Skowby		POPULATION SERVED:		27,000
Parallel Transit			(519) 271-0250		SERVICE AREA (ha):		2,033
		OPERATIONS CONTACT:	Harry Eaton		ADVISORY COMMITTEE?	yes	
			(519) 273-0511		NUMBER OF MEMBERS:		10
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	accessible door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$229,630		Weekdays	0715 to 2200	
Other		Non-Dedicated	\$25,265		Saturday	0900 to 2100	
		TOTAL:	\$254,895	\$39,072	Sunday		
ELIGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	2	NET OPERATING COST:		\$215,823	\$215,823 CALL-INS:	min 24 hours, max 14 days	days
		Provincial Share		\$164,129	METHODS:		
		Municipal Share		\$49,066	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations		\$3,291	Reservations	manually	
REGISTRATION CARDS?	2				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	12,258		FARE STRUCTURE:		
		- Ambulatory	12,871	9,276	롕	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult \$1.	\$1.25 8/\$10.00	
Eligible - Wheelchair	340 44%	Other (not eligible)			Child \$1.	\$1.25 8/\$10.00	
- Ambulatory	430 56%	TOTAL:	25,128	9,276	Student \$1.	\$1.25 8/\$10.00	
- Temporary					Senior \$1.	\$1.25 8/\$10.00	
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription		45%	Companion		
TOTAL	29	Prebooked		%62	Other		
		Reservation		22%	OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?	25	Demand-Response		7%			
annually		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:	725	725 COMPARISON WITH CONVENTIONAL TRANSIT:	NTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		230	Conventional Hours	longer	
VISITORS ELIGIBLE?	yes	NO-SHOWS:		993	Fare Structure	different, \$1.30	

18

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Number Capacity Ape Beverue 100,118 NumBER OF EMPLOY!	אם וכוחטא							EMPLOYEES		
Capacity Capacity Age Revenue 100,118 N			Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
Total G-584 Pewenue Total Total Total Pewenue Pewenue Total Total Pewenue Pewe	VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	100,118	NUMBER OF EMPLOYEE		
2 2 10 ANNUAL HOURS: 6,584 Pavenue Pavenue Pavenue 6,584 Pavenue P	S-Wagon/Sedan					Total	100,118		Par	Part Time
## 6 2 Total 6,584 P 5 ## 6	Modified Vans	-	2	2	10	ANNUAL HOURS:		Operators 3		~
aniz aniz aniz 1	Small Buses					Revenue	6,584	Office 1		
S NON-DEDICATED SERVICE AVALABLE? yes -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -2 2-4 4-6 6-9 9-12 12+ (e. tar rate, hourly, per km etc.) -	Purpose-Built	ო	4	9	2	Total	6,584	Mainten.		
S NOW-DEDICATED SERVICE AVALABLE? yes -2 2-4 4-6 6-9 9-12 12+ (e. tat rate, hourly, per km etc.) 1	Other							Admin. 1		
AVALABLE? yes 1	TOTAL VEHICLES	4				IS NON-DEDICATED SERVICE		Volun.		
aniz 1										2
1	Ownership:	non-profit org	aniz							
1-2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourly, per km etc.) M 1	Maintenanos:	contracted ou	=			NO. OF OPERATORS:	4-	UNIONS:		
1-2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourly, per km etc.) M									0	
1-2 2-4 4-6 6-9 9-12 12+ (e. flat rate, hounty, per km etc.) M	FLEET DISTRIBUTION:					PAYMENT METHOD:			IBEN	
3 3 2 1 1 flat rate per trip A T O R S SERVICE: 15.3% Registrants/Capita \$1.53% Revenue Vehicle Hours/Capita \$1.52 Trips/Capita Trips by Non-Dedicated Service 75% EFFECTIVENESS: 25% EFFECTIVENESS: 25% EFFECTIVENESS: 25% EFFECTIVENESS: 25% Hours/Operator 53.4.88 LABOUR PRODUCTIVITY: \$2.4.88 LABOUR PRODUCTIVITY: \$2.4.89 Hours/Operator 50.40 PAYMENT VERIFFICATION: 1,646 PAYMENT P	3	9-11		3		(ie. flat rate, hourly, per km etc.)				
A T O R S SERVICE: 15.3% Registrants/Capita \$1.82 Trips/Capita 11.2743 11.2743 Trips by Non-Dedicated Service 75% EFFECTIVENESS: CosyTrip - Dedicated - Non-Dedicated \$24.88 LABOUR PRODUCTIVITY: \$25.9 Hours/Operator 1,646		m		-	4	flat rate per trip		MAXIMUM WAGE RATES		
A T O R S SERVICE: 15.3% Registrants/Capita \$1.39 Revenue Vehicle Hours/Capita \$1.82 Trips/Capita Trips by Non-Dedicated Service 75% EFFECTIVENESS: 25% FOR COSYTRIP - Dedicated \$2.72 5.34.88 LABOUR PRODUCTIVITY: \$2.29 Hours/Operator 1,646	Saturday	-	f-	-				ଧା	Specialized	Conventional
## SERVICE: 15.3% Registrants/Capita	Sunday					PAYMENT VERIFICATION:		Operators	\$1264	
## SERVICE: 15.3% Registrants/Capita 0.00285 \$7.39 Reverue Vehicle Hours/Capita 0.2439 \$1.82 Trips/Capita 0.2439 Trips by Non-Dedicated Service 75% 25% EFFECTIVENESS: CosyTrip - Dedicated - \$2.14 - Non-Dedicated \$2.14 \$2.4.88 LABOUR PRODUCTIVITY: \$2.72	Holidays							Maintenance		
SERVICE: 15.3% Registrants/Capita \$7.99 Revenue Vehicle Hours/Capita \$1.82 Trips.Capita Trips.Capita Trips.Capita Trips.Capita Trips.Dy Non-Dedicated Service 75% EFFECTIVENESS: 25% EFFECTIVENESS: 25% EFFECTIVENESS: 25% EFFECTIVENESS: 25% LABOUR PRODUCTIVITY: \$24.88 LABOUR PRODUCTIVITY: \$2.72	PERFORMANC	E INDIC	ATORS							
15.3% Registrants/Capita 0.0285 \$7.39 Revenue Vehicle Hours/Capita 0.2439 \$1.82 Trips.Capita 0.2439 Trips by Non-Dedicated Service 75% Trips by Non-Dedicated Service 27% \$25% EFFECTIVENESS: 25% EFFECTIVENESS: 25% \$25% EFFECTIVENESS: 25% \$8.14 \$24.88 LABOUR PRODUCTIVITY: \$24.88 1.646 \$2.72 Hours/Operator 1.646 \$2.72 \$2.72 \$24.88 LABOUR PRODUCTIVITY: 1.646	FINANCIAL			SERVICE:				SERVICE UTILIZATION:		
\$7.99 Revenue Vehicle Hours/Capita 0.2439 1 \$1.82 Trips.Capita 1.2743 1 75% Trips by Non-Dedicated Service 75% 25% EFFECTIVENESS: 25% EFFECTIVENESS: Cost/Trip - Dedicated \$2.14 \$2.14 \$2.72 \$2.4.88 LABOUR PRODUCTIVITY: \$2.4.88 LABOUR PRODUCTIVITY: \$2.4.89 Hours/Operator 1.646 \$2.72	R.C = Op.Revenue/Op.C.	OST	15.3%	Registrants	Capita		0.0285	Trips/Hour		3.82
\$1.82 Trips.Capita 75% Trips by Non-Dedicated Service 75% 25% EFFECTIVENESS: 25% EFFECTIVENESS: 25%	Net Operating Cost/Capit	M	\$7.99	Revenue V	ehide Hours/C	apita	0.2439	Kilometres/Hour		15.21
75% Trips by Non-Dedicated Service 27% 75% EFFECTIVENESS: 25% EFFECTIVENESS: Cost/Trip - Dedicated 58.14 Non-Dedicated \$2.72 Non-Dedicat	Municipal Net Cost/Capit	a	\$1.82	Trips/Capit	nt		1.2743	Average Kilometres/Trip		3.98
75% EFFECTIVENESS: 25% EFFECTIVENESS: Cost/Trip - Dedicated \$2.14 - Non-Dedicated \$2.72 vice Only): \$34.88 LABOUR PRODUCTIVITY: \$2.29 Hours/Operator 1,646	Share of Net Cost			Trips by No	n-Dedicated S	ervice	27%	Trips/Registrant		44.68
25% EFFECTIVENESS: Cost/Trip - Dedicated \$2.14 Non-Dedicated \$2.72 yice Only): \$34.88 LABOUR PRODUCTIVITY: \$22.9 Hours/Operator 1,646	- Provincial		75%					Unaccommodated Trip Re	sdnests	211%
Cost/Trip - Dedicated \$2.14	- Municipal		25%	EFFECTIVI	ENESS:			Cancellations		0.67%
- Non-Dedicated \$2.72 vice Only): \$34.88 LABOUR PRODUCTIVITY: \$2.29 Hours/Operator 1,646 I	(incl. donations)			Cost/Trip	- Dedicate	pa	\$9.14	No-Shows		0.74%
vice Only): \$34.88 LABOUR PRODUCTIVITY: 1,646 1,646					- Non-De	dicated	\$272			
\$24.88 LABOUR PRODUCTIVITY: \$2.29 Hours/Operator 1,646	EFFICIENCY (Dedicated	Service Only)	••					VEHICLE UTILIZATION (Dedicated Servi	co Only):
\$2.29 Hours/Operator 1,646	Cost/Hour		-	LABOUR P	RODUCTIVIT	.;		Revenue Hours/Vehicle		1,646
	Cost/Kilometre		\$2.29	Hours/Ope	rator		1,646	Kilometres/Vehicle		25,030
	Maintenance Cost/Kilometre	afte	\$0.08							

	V	SERVICE OPERATED BY:	private confractor		SERVICE STARTED IN:	Z:	15	1975
Sudbury	Σ	MUNICIPAL CONTACT:	D. Ridley		POPULATION SERVED:	:O:		90,000
Handi-Transit			(705) 674-3141		SERVICE AREA (ha):			26,351
	0	OPERATIONS CONTACT:	Paul Greenfield		ADVISORY COMMITTEE?	TEE?	yes	Q
			(705) 674-0709		NUMBER OF MEMBERS:	HS:		15
REGISTRANTS	u.	FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:	0	OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	3008	accessible door	
Unable to Board X			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use		Dedicated	\$682,563		Weekdays	0020	0700 to 2400	
Other		Non-Dedicated			Saturday	1000	1000 to 2400	
		TOTAL	\$682,563	\$51,131	Sunday	0830	0830 to 2200	
ELIGIBILITY COMMITTEE? no					Holidays	0830	0830 to 2200	
MEMBERS?	2	NET OPERATING COST:		\$631,432	\$631,432 CALL-INS:	min 2	min 24 hour, max 50 days	days
eligibility determined by staff		Provincial Share		\$353,907	METHODS:			
		Municipal Share		\$277,525	Registration	d m co	computer assisted	
REGISTRATION REQUIRED? yes		Donations			Reservations	dwoo	computer assisted	
REGISTRATION CARDS? no					Scheduling	dwoo	computer assisted	
WAITING LIST?		ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispetching	dwa	computer assisted	
WAITING ON LIST?		Eligible - Wheelchair	24,877	510	510 FARE STRUCTURE:			
		- Ambulatory	12,850	200		Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	2,714		Adult	\$125	\$125	
Eligible - Wheelchair 1,056 6	8%	Other (not eligible)			Child	\$1.25	\$1.25	
- ES	37%	TOTAL:	37,727	1,010	Student	\$1.25	\$1.25	
- Temporary					Senior	\$1.25	\$1.25	
Attendants/Companions	F	TRIP TYPES:			Attendant	\$1.25	\$1.25	
Other (not eligible)		Subscription		43%	Companion	\$1.25	\$1.25	
TOTAL: 1,687		Prebooked		28%	Other	\$1.25	\$1.25	
		Reservation		25%	OTHER METHODS OF PAYMENT:	AYMENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		2%				
annually	בֿ	UNACCOMMODATED TRIP REQUESTS:	EQUESTS:	1,000	1,000 COMPARISON WITH CONVENTIONAL TRANSIT:	NVENTIONA	L TRANSIT:	
COMPANIONS ALLOWED IF SPACE? yes		CANCELLED TRIPS:		1,500	Conventional Hours	longer	be	
VISITORS ELIGIBLE?		NO-SHOWS:		1,000	Fare Structure	Same		

VEHICLES						EMPLOYEES	SEES	
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES: Number	er Capacity	Capacity	Age	Revenue	332,000	332,000 NUMBER OF EMPLOYEES:	MPLOYEES:	
S-Wagon/Sedan				Total	336,000		Full Time	Part Time
Modified Vans				ANNUAL HOURS:		Operators	9	က
	9	4	25	Revenue	18,058	Office	2	
Purpose-Built				Total	18,058	Mainten.		
Other						Admin.	-	
	œ			IS NON-DEDICATED SERVICE		Volun.		
				AVALABLE? yes		TOTAL	6	5
Ownership: contra	contracted operator							
Maintenance: operator	JQ.			NO. OF OPERATORS:	N	2 UNIONS:		
						Specialized		
FLEET DISTRIBUTION:				PAYMENT METHOD:	-	Conventional	CUPE Local 1662	al 1662
69	11-2 24	94	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 5		8	-	meter rate		MAXIMUM WAGE RATES:	GE RATES:	
Saturday	2 2 2	2 1	-				Specialized	Conventional
Sunday	2 1	2 2		PAYMENT VERIFICATION:		Operators	\$14.15	
Holidays	1 2 1	2 2		invoices reviewed monthly		Maintenance	\$18.80	\$18.77
PERFORMANCE INDICA	DICATORS							
FINANCIAL		SERVICE:				SERVICE UTILIZATION:	LIZATION:	
R/C = Op.Revenue/Op.Cost	7.5%	Registrants/Capita	Capita		0.0187	Trips/Hour		2.09
Net Operating Cost/Capita	\$7.02	Revenue Ve	Revenue Vehicle Hours/Capita	pita	0.2006	Kilometres/Hour	H	18.39
Municipal Net Cost/Capita	\$3.08	Trips/Capita			0.4304	Average Kilometres/Trip	etres/Trip	8.80
Share of Net Cost		Trips by Nor	Trips by Non-Dedicated Service	Nice	3%	Trips/Registrant		2236
- Provincial	26%					Unaccommoda	Unaccommodated Trip Requests	2.58%
- Municipal	44%	EFFECTIVENESS:	NESS:			Cancallations		3.87%
(incl. donations)		Cost/Trip	- Dedicated		\$18.09	No-Shows		258%
			- Nort-Dedicated	cated				
EFFICIENCY (Dedicated Service Only):	Only):					VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour	\$37.80	LABOUR PF	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	Nehicle	2257
Cost/Kilometre	\$206	Hours/Operator	ator		2.124	Kilometres/Vehicle	icle	41 500
Maintenance Cost/Kilometre								

POPULATION SERVED: SERVICE APEA (trait: ADVISORY COMMITTEE? POPULATION SERVED: SERVICE APEA (trait: ADVISORY COMMITTEE? POPULATION SERVED: SERVICE: ADVISORY COMMITTEE? POPULATION SERVED: ADVISORY COMMITTEE? POPULATION SERVICE: ADVISORY COMMITTEE? POPULATION SERVICE: ADVISORY COMMITTEE? POPULATION SERVICE: ADVISORY COMMITTEE? POPULATION SERVICE: ADVISORY COMMITTEE? POPERATING COSTS AND REVENUES: Bevenue HOURS OF SERVICE: Weekdays Sammany Hoidary House Strate Amendment of Provincial Share Dedicated Non-Ded. Provincial Share Dedicated Non-Ded. Provincial Share Dedicated Non-Ded. Provincial Share Structure Schooluling Disparching Disparching Share Structure Compension
Prebooked Other OTHER METHODS OF PAYMENT:
esuodos
n actorises
c
Consider
CORPUT LICHER COLOR
Cont Takes Carde
FARE STRUCTURE:
Courage Indiana.
Dadiested Non-Dad
Condumb
Holidays
1000:000
NUMBER OF WEMBERS:
Company of the compan
SHVICE AREA (na):

81

VEHICLE TYPES: Number S-Wagon/Sedan					TELCIES OF THE PERSON OF THE P	
S	Wheelchair	Ambulationy	Average	ANNUAL KILOMETRES:		
d'indiana contra	Capacity	Capacity	Age	Revenue	NUMBER OF EMPLOYEES: Full Time	Part Time
Modified Vans				ANNITAL HOURS:		
Small Buses				Revenue	Office	
Purpose-Built				Total	Mainten.	
Other					Admin.	
TOTAL VEHICLES				IS NON-DEDICATED SERVICE	Volun.	
				AVAIL ABLE?	TOTAL	
Ownership:						
Maintenance:				NO. OF OPERATORS:	UNIONS:	
					Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:	Conventional	
6-9 9-11 11-2	54	46 69 942	12 +	(ie. flat rate, hourly, per km etc.)		
Peak Day					MAXIMUM WAGE RATES:	
Saturday					Specialized	Conventional
Sunday				PAYMENT VERIFICATION:	Operations	
Holidays					Maintenance	
PERFORMANCE INDICATORS	TORS					
FINANCIAL:		SERVICE			SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost		Registrants/Capita	pita		TripsAtour	
Net Operating Cost/Capita		Revenue Vehicle Hours/Capita	de Hours/Ca	apita	Kilometres/Hour	
Municipal Net Cost/Capita		Trips/Capita			Average Kilometres/Trip	
Share of Net Cost		Trips by Non-Dedicated Service	Jedicated Se	Irvice	Trips/Registrant	
- Provincial					Unaccommodated Trip Requests	
- Municipal		EFFECTIVENESS:	ESS:		Cancellations	
(incl. donations)		Cost/Trip	- Dedicated	10	No-Shows	
			- Non-Dedicated	icated		
EFFICIENCY (Dedicated Service Only):					VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		LABOUR PRODUCTIVITY:	УПУПУПУ		Revenue Hours/Vehicle	
Cost/Kilometre		Hours/Operator	٦.		Kilometres/Vehicle	
Maintenance Cost/Kilometre						

non-profit organiz

SERVICE OPERATED BY:

1975

February

SERVICE STARTED IN:

Thunder Bay			MUNICIPAL CONTACT:	A. Grant		POPULATION SERVED:	LI		122,217
Hagi Transit				(807) 625-2188		SERVICE AREA (ha):			33,000
			OPERATIONS CONTACT:	John D. Holmwood		ADVISORY COMMITTEE?	E?	yes	
				(807) 767-6229		NUMBER OF MEMBERS:	ió		12
REGISTRANTS			FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:			OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door	o door	
Unable to Board				Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use	×		Dedicated	\$10,788		Weekdays	0700	0700 to 2330	
Other			Non-Dedicated	\$6,205		Saturday	0700	0700 to 2330	
			TOTAL	\$343,223	\$193,386	Sunday	0300 tu	0900 to 2330	
ELIGIBILITY COMMITTEE?	5					Holidays	0900 p	0900 to 2330	
MEMBERS?			NET OPERATING COST:		\$749,837	\$749,837 CALL-INS:	min 1	min 1 hours, max 14 days	days
eligibility determined by staff			Provincial Share		\$488,390	METHODS:			
			Municipal Share		\$261,226	Registration	manually	ally	
REGISTRATION REQUIRED?	yes	<u>رم</u>	Donations			Reservations	manually	All.	
REGISTRATION CARDS?	yes	LA				Scheduling	manually	Ā	
WAITING LIST?	5		ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispetching	Manually	All	
WAITING ON LIST?			Eligible - Wheelchair	54,499		FARE STRUCTURE:		,	
			- Ambulationy	30,652		O	Cash Tr	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:			Attendants/Companions	1,964		Adult			
Eligible - Wheelchair	1,510	83%	Other (not eligible)				\$1.25		
- Ambulatory	862	36%	TOTAL	85,151		nt nt	\$1.25		
- Temporary	10	%				Senior	\$1.25		
Attendants/Companions			TRIP TYPES:			Attendant \$	\$1.25		
Other (not eligible)			Subscription		40%	Companion \$	\$1.25		
TOTAL	2,382		Prebooked		30%	Other			

1,937 COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours Fare Structure

12% OTHER METHODS OF PAYMENT:

18% 6,714 1211

UNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes 8

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

Reservation

Same Same

									EMPLOYEES	ES	
		Wheelchair		Ambulatory	Ave	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity		Capacity		Age	Revenue	638,346	638,346 NUMBER OF EMPLOYEES:	MPLOYEES:	
S-Wagon/Sedan	ę			ro.		4	Total			Full Time Pa	Part Time
Modified Vans	16	S		8		4	ANNUAL HOURS:		Operators		78
Small Buses		S					Revenue		Office	រេ	
Purpose-Built							Total	30,243	Mainten.		
Other									Admin.	2	2
TOTAL VEHICLES	17						IS NON-DEDICATED SERVICE		Volun.		
							AVAILABLE? yes		TOTAL	18	8
Ownership:	non-profit organiz	rganiz									
Maintenance:	contracted out	out					NO. OF OPERATORS:	-	1 UNIONS:		
									Specialized	ATU Local 966	
FLEET DISTRIBUTION:							PAYMENT METHOD:		Conventional	ATU Local 966	
31	9-11	11-2 2-4	41	31	9-12	12+	(i.e. flat rate, frounty, per km etc.)				
Peak Day 13	4	11 15	7	ო	~		meter rate, flat rate per trip		MAXIMUM WAGE RATES:	E RATES:	
Saturday 1	4		က	-	-					Specialized	Conventional
Sunday 1	2	4	ო	8	+		PAYMENT VERIFICATION:		Operators	\$12.43	
Holidays 1	-	1	-	-	-		manager verifies		Maintenance		
PERFORMANCE INDICATORS	EINDIG	CATORS									
FINANCIAL:			()	SERVICE:					SERVICE UTILIZATION:	IZATION:	
R/C = Op.Revenue/Op.Cost	St	20.5%		legistran	Registrants/Capita			0.0195	Trips/Hour		
Net Operating Cost/Capita	et.	\$6.14	_	Bevenue	Revenue Vehicle Hours/Capita	urs/Cap	oitz		Kilometres/Hour		
Municipal Net Cost/Capita		\$214	•	Trips/Capita	12			0.6967	Average Kilometres/Trip	dras/Trip	7.50
Share of Net Cost			-	rips by N	Trips by Non-Dedicated Service	ted Ser	vice		Trips/Registrant		35.75
- Provincial		%59							Unaccommodat	Unaccommodated Trip Reguests	227%
- Municipal		35%		FFECTI	EFFECTIVENESS:				Cancellations		7.88%
(incl. donations)			0	Cost/Trip	- De	- Dedicated		\$11.00	No-Shows		1.42%
					- N	- Non-Dedicated	ated				
EFFICIENCY (Dedicated Service Only):	Service Only								VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	vice Only):
Cost/Hour				ABOUR	LABOUR PRODUCTIVITY:	IIVITY:			Revenue Hours/Vehicle	Vehicle	
Cost/Kilometre		\$1.47		Hours/Operator	srator				Kilometres/Vehicle	93	37.550
Marine County		1.00)

Timmins	MUNICIPAL CONTACT:	Bernard Christian	POPULATION SERVED:	46,697
Handi-Trans		(705) 264-1331	SERVICE AREA (ha):	27,972
	OPERATIONS CONTACT:	John S. Craig	ADVISORY COMMITTEE?	yes
		(705) 264-1331	NUMBER OF MEMBERS:	00
REGISTRANTS	FINANCIAL		SERVICE	

	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SEBVICE
151	municipality	Bernard Christian	(705) 264-1331	John S. Craig	(705) 264-1331	
	SERVICE OPERATED BY:	MUNICIPAL CONTACT:		OPERATIONS CONTACT:		FINANCIAL

1976

door to door 0700 to 2240 1000 to 1740 min 24 hours, max

OPERATING COSTS AND REVENUES:

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

HOUT WE WA	3 3	CALL	2 2	8 8
Revenue	\$9,947	\$160,721	\$80,360	Mon-Dod
Oper. Cost \$170,668	\$170,668			Dodinator

NET OPERATING COST:

ທ

yes

ELIGIBILITY COMMITTEE?

MEMBERS?

Non-Dedicated

TOTAL

Dedicated

×

Provincial Share Municipal Share

Donations

88 88

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

5 days

manually manually manually manually

7 E E	FA
\$80,367	Non-Ded.
	Dedicated

Servations pistration

Schedu	Dispatch FARE STR	
	Non-Ded.	
	힣	

ANNUAL ONE-WAY TRIPS:

Yes

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

52% 48%

38 238

NUMBER OF REGISTRANTS:

TOTAL:

	\$ 15	8
Dispatching RE STRUCTURE:	Adult	Child

Monthly Pass

uets/Cards \$22.00 \$17.00 \$17.00 \$13.00 622 00

	의						
	Cash	\$1.10	\$0.85	\$0.85	\$0.65	\$1.10	\$1.10
1							

11,189

\$22.00	\$21.00	
\$1.10	\$1.05	IS OF PAYMENT

S OF PAYMENT:	

OTHER METHOD

Companion

Other

Attendent Student Senior

300 COMPARISON WITH CONVENTIONAL TRANSIT:

longer Same

Conventional Hours Fare Structure

1,000 S

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes Yes

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

every 2 or 3 years

VISITORS ELIGIBLE?

Subscription Reservation

Prebooked

98

TRIP TYPES:

Attendants/Companions

Other (not eligible) TOTAL:

- Ambulatory Eligible - Wheelchair

- Temporary

VERICERS							EMPLOYEES	шS	
		Wheelchair	Ambulationy	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	105,696	NUMBER OF EMPLOYEES:	IPLOYEES:	
S-Wagon/Sedan					Total	105,696		Full Time	Part Time
Modified Varns	-	4	4	9	ANNUAL HOURS:		Operators	2	2
Small Buses	01	ເດ	4/6	2.5	Revenue	6,220	Office		
Purpose-Built					Total	6,220	Mainten.		
Other							Admin.		24
TOTAL VEHICLES	n				IS NON-DEDICATED SERVICE		Volun.		
					AVALABLE? no		TOTAL	2	4
Ownership:	municipality								
Maintenance:	transit authority	ity			NO. OF OPERATORS:		UNIONS:		
							Specialized	CUPE Local 1140	1140
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	CUPE Local 1544	1544
31	9-11	1-2 2-4	3	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 2	2	2 2		-			MAXIMUM WAGE RATES:	E RATES:	
Saturday	-	£.	***					Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$14.10	\$16.20
Holidays							Maintenance	\$18.87	\$18.87
PERFORMANCE INDIC	EINDIC	ATORS							
FINANCIAL:			SERVICE				SERVICE UTILIZATION:	ZATION:	
RC = Op.Revenue/Op.Cost	158	5.8%	Registrants/Capita	Capita		0.0107	Trips/Hour		1.80
Net Operating Cost/Capita	ø	\$3.44	Revenue Ve	Revenue Vehicle Hours/Capita	pita	0.1332	Kilometres/Hour		16.99
Municipal Net Cost/Capita	ert	\$1.72	Trips/Capita			0.2396	Average Kilometres/Trip	tres/Trip	9.45
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	Irvice		Trips/Registrant		22.42
- Provincial		20%					Unaccommodate	Unaccommodated Trip Requests	268%
- Municipal		20%	EFFECTIVENESS:	NESS:			Cancellations		8.94%
(incl. donations)			Cost/Trip	- Dedicated - Non-Dedicated	d	\$15.25	No-Shows		223%
EFFICIENCY (Dedicated Service Only):	Service Only):						VEHICLE UTILE	VEHICLE UTILIZATION (Dedicated Service Only):	ervice Only):
Cost/Hour		\$27.44	LABOUR PI	LABOUR PRODUCTIVITY:	,,,		Revenue Hours/Vehicle	Vehicle	2,073
Cost/Kilometre		\$1.61	Hours/Operator	ator		2,073	Kilometres/Vehicle	8	35,232
Maintenance Coct/Clomotro	140	2004							

2,154,200	63,200	yes	6	
POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SERVICE
		R.J. Evans	(416) 393-4170	
MUNICIPAL CONTACT:		OPERATIONS CONTACT: R.J. Evans		FINANCIAL
loronio	Wheel-Trans			REGISTRANTS

SERVICE STARTED IN: transit commission 53 SERVICE OPERATED BY:

1975

February

Oper. Cost 33,718,551 \$6,100,254 OPERATING COSTS AND REVENUES: FINANCIAL Von-Dedicated Dedicated TOTAL:

Revenue HOURS OF SERVICE: \$1,180,452 39,818,805

Dedicated

accessible door

Neekdays

Saturday Holidays

Sunday

11,983 FARE STRUCTURE: METHODS: 38,638,353 CALL-INS: 19,319,176 519,319,177 Von-Ded. 423,224 ANNUAL ONE-WAY TRIPS: NET OPERATING COST: Eligible - Wheelchair Provincial Share **Aunicipal Share** Donations

თ

98 768

REGISTRATION REQUIRED?

REGISTRATION CARDS?

MAITING ON LIST?

MAITING LIST?

2

yes

ELIGIBILITY COMMITTEE?

MEMBERS?

×

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

min 14 hours, max 4 days

computer assisted computer assisted computer assisted computer assisted Tickets/Cards \$1.30 \$0.65 \$0.31

Reservations

Scheduling

Dispatching

Registration

386,629 - Ambulatory

Attendants/Companions Other (not eligible)

480,384 169,001 809,853

\$56.50 242.50 536.75

\$1.30

Cash

\$0.50 \$1.00

Monthly Pass

Student Senior Adult Child

56% OTHER METHODS OF PAYMENT: \$1.30 \$1.30 \$1.30 Companion Mendant Other 36%

54,622 COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

Fare Structure

actuit 2-way ticket \$1.50

4% 281,732 31,934

INACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

368 988

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

Subscription Reservation

Prebooked

19,202

TRIP TYPES:

Attendants/Companions

Other (not eligible)

TOTAL:

- Ambulatory - Temporary

TOTAL:

43% 57%

8,254 10,948

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

different, \$2.00

\$56.50 56.50 56.50 \$0.65 \$1.30 \$1.30 \$1.00

VEHICLES									EMPLO TEEN	TI O		
	Wheelchair		Ambulatory	≥l	Average		KILOMETRES:					
VEHICLE TYPES: Number	Capacity	>1	Capacity	.≥1	Age		Revenue	8,772,700	8,772,700 NUMBER OF EMPLOYEES:	MPLOYEES:	1	
S-Wadon/Sedan 25	-	_		ო	4	,_	Lotal	9,615,400		Full Time	Part lime	© I
Modified Vans						₹	ANNUAL HOURS:		Operators	279		
Small Buses						PB	Revenue	430,416	Office	88		g
Purpose-Built 116	ч	5		5	Ŋ		Total	478,231	Mainten.	22		
Other									Admin.	41		
TOTAL VEHICLES 141						S	IS NON-DEDICATED SERVICE		Volun.			
						A	AVAILABLE? yes		TOTAL	477		9
Ownership: contracted	contracted operator & Commission	mmissi	5									
						ž	NO. OF OPERATORS:	13	13 UNIONS:			
									Specialized	ATU Local 113	113	
FI FET DISTRIBUTION:						PA	PAYMENT METHOD:		Conventional	ATU Local 113	113	
6-9 9-11	11-2 2-4		9-	69	9-12 12+	_	(ie. flat rate, hourly, per km etc.)					
	•	_			33		per mile & meter rate		MAXIMUM WAGE RATES:	GE RATES:		
Saturday 47 63	72 73		83	45	36	2				Specialized		Conventional
Sunday 23 53	67 72			48	36		PAYMENT VERIFICATION:		Operators	\$20.16		
Holidays 10 22	25 27		31	24	21	5	computer-generated		Maintenance	\$22.02		
PERFORMANCE INDIC	CATORS											
FINANCIAL			SERVICE	ij					SERVICE UTILIZATION:	ILIZATION:		
R/C = Op Bayenue/Op.Cost	3.0%	.0	Regis	Registrants/Capita	apita			0.0089	Trips/Hour			1.88
Net Operation Cost/Capita	\$17.94	함	Rever	nue Veh	Revenue Vehicle Hours/Capita	s/Capita		0.1998	Kilometres/Hour	אנ		20.38
Municipal Net Cost/Capita	\$8.97	7	Trips/	Frips/Capita				0.5992	Average Kilometres/Trip	netres/Trip		10.83
Share of Net Cost			Trips	by Non-	Trips by Non-Dedicated Service	d Service		37%	Trips/Registrant	, in		6722
- Provincial	50%	٠							Unaccommod	Jnaccommodated Trip Requests		4.23%
- Minisipal	50%	~	EFE	EFFECTIVENESS:	ESS:				Cancellations			21.83%
(incl. donations)			Cost/Trip	Trip	- Dedicated	cated		\$41.64	No-Shows			2.47%
					-Non-	- Non-Dedicated	2	\$12.68				
EFFICIENCY (Dedicated Service Only):	uy):								VEHICLE UT	VEHICLE UTILIZATION (Dedicated Service Only):	Service	Only):
Cost/Hour	\$78.34	4	LABC	UR PR	LABOUR PRODUCTIVITY:	ATY:			Revenue Hours/Vehicle	Irs/Vehicle		3,053
Cost/Kiometre	\$3.84	4	Hour	Hours/Operator	ă			1,543	Kilometres/Vehicle	shicle		62,218

		21,915	21,801		m
	1987			yes	
	September				
	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:
155	private contractor	R.O. Chenier	(705) 897-4938	Joan Sorel	(705) 858-1320
	SERVICE OPERATED BY:	MUNICIPAL CONTACT:		OPERATIONS CONTACT:	
		Valley East	Handi-Transit		

		155
	SERVICE OPERATED BY: p	private contractor
	MUNICIPAL CONTACT: R	R.O. Chenier
		(705) 897-4938
	OPERATIONS CONTACT: J	Joan Sorel
		(705) 858-1320
	FINANCIAL	
	OPERATING COSTS AND REVENUES:	ENUES:
		Oper. Cost Revenue
×	Dedicated	\$51,760
	Non-Dedicated	
	TOTAL:	\$51,760 \$3,176
Ves		
	3 NET OPERATING COST:	\$48,584
	Provincial Share	\$24,292
	Municipal Share	\$24,292
Yes	Donations	

LOCAL ELIGIBILITY CRITERION:

Unable to Board Unable to Use

Other

REGISTRANTS

		door to door		0800 to 1600	0800 to 1600	0800 to 1600	0800 to 1600	min 24 hours, 1 day max		manually	manually	manually	manually
NUMBER OF MEMBERS:	SERVICE	TYPE	HOURS OF SERVICE:	Weekdays	Saturday	76 Sunday	Holidays	\$48,584 CALL-NS:	\$24,292 METHODS:	92 Registration	Reservations	Scheduling	d. Dispettching
			Revenue			\$3,176		\$48,58	\$24,29	\$24,292			lon-Ded.

Tickets/Cards Monthly Pass

\$3.00 \$3.00 \$3.00 \$3.00 \$3.00 \$3.00

Adult Child

3,500

FARE STRUCTURE:

Dedicated 3,500

ANNUAL ONE-WAY TRIPS:

8 8

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

ELIGIBILITY COMMITTEE?

MEMBERS?

Attendants/Companions - Ambulatory Eigible - Wheelchair

Other (not eligible)

67 100%

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

TOTAL:

COMPARISON WITH CONVENTIONAL TRANSIT:

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

768

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

Reservation

Prebooked

29

TRIP TYPES: Subscription

Attendants/Companions

Other (not eligible)

TOTAL:

- Ambulatory

- Temporary

100% OTHER METHODS OF PAYMENT:

\$3.00

Companion Attendant Student Senior

Other

Same Same

Conventional Hours

Fare Structure

こしてい							EMPLOYEES		
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	-	NUMBER OF EMPLOYEES:		
S-Wagon/Sedan					Total	31,805	Full Time		Part Ime
Modified Vans					ANNUAL HOURS:		Operators	-	g-a
Small Buses					Revenue	1,040	Office	•	
Purpose-Built	٣-	9	4	N	Total	1,040	Mainten.	-	
Other							Admin.		
TOTAL VEHICLES	-				IS NON-DEDICATED SERVICE		Volun.		
					AVALABLE? yes		TOTAL	m	
Ownership:	municipality								
Maintenance:	operator				NO. OF OPERATORS:	_	UNIONS:		
							Specialized	50	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional		
91	6-9	11-2 2-4	31	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day							MAXIMUM WAGE RATES:	TES:	
Saturday	4-	**						Specialized	Conventional
Sunday	-	-			PAYMENT VERIFICATION:		Operators	\$8.50	\$8.50
Holidays	-	-					Maintenance	\$17.00	\$17.00
PERFORMANCE INDICATORS	E INDIC	CATORS							
FINANCIAL:			SERVICE				SERVICE UTILIZATION:	ä	
R/C = Op.Revenue/Op.Cost	Sost	6.1%	Registrants/Capita	Capita		0.0031	Trips/Hour		3.37
Net Operating Cost/Capita	ī	\$222	Revenue Ve	Revenue Vehicle Hours/Capita	zidi	0.0475	Kilometres/Hour		23.56
Municipal Net Cost/Capita	ŭ	\$1.11	Trips/Capita			0.1597	Average Kilometres/Trip	Trip	7.00
Share of Net Cost			Trips by Nor	Trips by Non-Dedicated Service	arvice		Trips/Registrant		5224
- Provincial		20%					Unaccommodated Trip Requests	ip Requests	
- Municipal		20%	EFFECTIVENESS:	NESS:			Cancellations		
(incl. donations)			Cost/Trip	- Dedicated	ס	\$14.79	No-Shows		
				- Non-Dedicated	icated				
EFFICIENCY (Dedicated Service Only):	1 Service Only	::					VEHICLE UTILIZATION (Dedicated Service Only):	ON (Dedicated S	Service Only):
Cost/Hour		\$49.77	LABOUR PI	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	95	1,040
Cost/Kilometre		\$211	Hours/Operator	ator		889	Klometres/Vehicle		24,505

		SS	SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:		February 1	1987	
Vaughan		M	MUNICIPAL CONTACT:	Robert Booth		POPULATION SERVED:	ö		100,000	8
Access Bus				(416) 832-2281		SERVICE AREA (ha):			g	63,900
		8	OPERATIONS CONTACT:	Robert Booth		ADVISORY COMMITTEE?	王?	E	92	
				(416) 832-8526		NUMBER OF MEMBERS:	Š			
REGISTRANTS		II.	FINANCIAL			SERVICE				
LOCAL ELIGIBILITY CRITERION:		ō	OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	an	curb to curb		
Unable to Board	×			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:				
Unable to Use	×		Dedicated	\$276,784		Weekdays	073	0730 to 2200		
		-11-	Non-Dedicated	\$54,230	60406	Saturday	88	0945 to 1800		
BLIGIBILITY COMMITTEE?	2				31,5	Holistone	3	000 01 0400		
MEMBERS?		Ž	NET OPERATING COST:		\$321.888	CALL-INS:	im.	min 12 hours, max 7 days	7 days	
		14.	Provincial Share			METHODS:				
		~	Municipal Share		\$153,528	Registration.	E	manually		
REGISTRATION REQUIRED?	yes		Donations		\$55,544	Reservations	THEIL	manually		
REGISTRATION CARDS?	yes					Scheduling	TOS .	computer assisted		
WAITING LIST?	2	¥	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	mar	manually		
WAITING ON LIST?		u)	Eligible - Wheelchair	2,582		FARE STRUCTURE:				
			- Ambulatory	4,776	2,454		Cash	Tickets/Cards	Monthly Pass	SS
NUMBER OF REGISTRANTS:		¥	Attendants/Companions	423	116	Adult	\$1.25	\$12.50	\$49.35	8
Eligible - Wheelchair	168 35	35%	Other (not eligible)			Child	\$0.80	\$8.00		
- Ambulatory	303	Γ	TOTAL:	7,358	2,454	Student	\$1.00	\$10.00	\$38.00	8
- Temporary	4	36				Senior	\$0.80	\$8.00		
Attendants/Companions		E	TRIP TYPES:			Attendant	\$1.25	\$12.50		
Other (not eligible)		0)	Subscription		26%	Companion	\$1.25	\$12.50		
TOTAL:	475	α,	Prebooked		8%	Other				
		ac .	Reservation		33%	33% OTHER METHODS OF PAYMENT:	YMENT:			
HOW OFTEN IS REG. LIST SCREENED?	25	L)	Demand-Response		4%					
not within past 5 years		5	JNACCOMMODATED TRIP REQUESTS:	EQUESTS:	820	820 COMPARISON WITH CONVENTIONAL TRANSIT:	NENTION	AL TRANSIT:		
COMPANIONS ALLOWED IF SPACE?	yes	5	CANCELLED TRIPS:		1,764	Conventional Hours	longer	100		
VISITORS ELIGIBLE?	yes	2	NO-SHOWS:		92	Fare Structure	same	9		

VEHICLES						_	EMPLOYEES	ES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	P	Revenue	151,173	151,173 NUMBER OF EMPLOYEES:		ļ
S-Wapon/Sedan					Total	151,173		ent.	Far ime
Modified Vans					ANNUAL HOURS:		Operators	m ·	N
Small Buses	ო	4	ĸ	2	Revenue	6,458	Office	·	
Purpose-Built					Total	6,458	Mainten.		
Other							Admin.	77	
TOTAL VEHICLES	m				AVAILABLE SERVICE		Volun. TOTAL	7	2
Ownership:	municipality	•			NO. OF OPERATORS:	6	3 UNIONS:		
Maintenance.	Contraction of	4					Specialized	CUPE Local 1090	1090
ELECT DISTRIBUTION:					PAYMENT METHOD:		Conventional	92	
6	9-11	11-2 2-4	94	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Post Day	6		ا ا				MAXIMUM WAGE RATES:	E RATES:	
	, +-		-					Specialized	Conventional
Sunday	-	F-	* -		PAYMENT VERIFICATION:		Operators	\$15.72	
Holidays					rider signs receipt		Maintenance		
PERFORMANCE INDIC	E INDIC	ATORS							
EMANCIAI -			SERVICE				SERVICE UTILIZATION:	ZATION:	
Par - On Barrows	Spet	28%	Recistrants/Capita	s/Capita		0.0048	Trips/Hour		1.14
Not Ocerating Cost/Capita	i i	\$3.22	Revenue	Revenue Vehicle Hours/Capita	Capita	0.0646	Kilometras/Hour		2341
Minicipal Net Cost/Capita	12	\$1.54	Trips/Capita	ta ta		0.0981	Average Kilometres/Trip	tres/Trip	2055
Share of Net Cost	1		Trips by N	Trips by Non-Dedicated Service	Service	%SZ	Trips/Registrant		20.66
Ciocara		20%					Unaccommoda	Unaccommodated Trip Requests	8.36%
Minicipal		48%	EFFECTI	EFFECTIVENESS:			Cancellations		17.98%
(incl donations)			Cost/Trip	- Dedicated	per	\$37.62	No-Shows		0.77%
(more constants)					edicated	\$22.10			
EFFICIENCY (Dedicated Service Only):	d Service Only						VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	ervice Only):
Cost/Hour		\$42.86	LABOUR	LABOUR PRODUCTIVITY:	ä		Revenue Hours/Vehicle	Vehicle	SC1,2
Cost/Kilometre		\$1.83	Hours/Operator	erator		1,615	Kilometres/Vehicle	56	Lest be
	-	0000							

		SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	July 1989	28
Victoria County		MUNICIPAL CONTACT:	John Gutteridge		POPULATION SERVED:		54,000
Care-A-Van			(705) 324-9411		SERVICE AREA (ha):		75,000
		OPERATIONS CONTACT:	Valmay Barkey		ADVISORY COMMITTEE?	y85	
			(705) 324-7323		NUMBER OF MEMBERS:		00
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	door to door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$77,388		Weekdays	0800 to 1800	
Other		Non-Dedicated			Saturday	0800 to 1800	
		TOTAL:	\$77,388	\$13,878	Sunday	0800 to 1800	
ELGIBILITY COMMITTEE?	yes				Holidays	0800 to 1800	
MEMBERS?	က	NET OPERATING COST:		\$63,510	\$63,510 CALL-INS:	min 24 hours, no max	
		Provincial Share		\$38,716	\$38,716 METHODS:		
		Municipal Share			Registration	computer assisted	
REGISTRATION REQUIRED?	yes	Donations		\$10,368	Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	manually	
WAITING LIST?	8	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispetching	manually	
WAITING ON LIST?		Eligible - Wheelchair	321		FARE STRUCTURE:		
		- Ambulatory	1,035		Cash	Trckets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	SS		Adult		
Eigible - Wheelchair	30 34%	Other (not eligible)	432		Child		
- Ambulatory	22 66%	TOTAL:	1,356		Student		
- Temporary					Senior		
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription			Companion		
	87	Prebooked		29%	Other		
		Reservation		41%	41% OTHER METHODS OF PAYMENT:	N.:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response			\$0.15/km		
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ITIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		8	Conventional Hours	shorter	
VISITORS ELIGIBLE?	Yes	NO-SHOWS:		8	Fare Structure	different, \$1.10	

VEHICLE TYPES: S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other TOTAL VEHICLES							EMPLOTEES	
E ES		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES;			
ad Vans Buses se-Built VEHICLES	Number	Capacity	Capacity	Age	Revenue Total	50,275	NUMBER OF EMPLOYEES: Full Time	Part Time
Buses se Built VEHICLES	-	2	ຫ	4	ANNUAL HOURS:	-	Operators 1	
Se-Built VEHICLES					Revenue	1,980	Office	
VEHICLES					Total	2,028	Mainten.	
VEHICLES							Admin.	
	9-				IS NON-DEDICATED SERVICE		Volun. 4	
					AVALABLE? yes		TOTAL 5	
	non-profit organiz	aniz						
Maintenance: tr	transit authority	J.			NO. OF CHERAIORS:		Specialized no	
ELECT DISTRIBUTION					PAYMENT METHOD:		a	
6-9	9-11	11-2 2-4	4-6 6-9 9-12	12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day			-		per kilometre		MAXIMUM WAGE RATES:	
Saturday	4	**	f-				Specialized	Conventional
Sunday	-	1	**		PAYMENT VERIFICATION		Operators \$9.50	
Holidays 1	-	1 1	1 1				Maintenance	
PERFORMANCE INDICATORS	INDIC	ATORS						
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	
RC = Op.Revenue/Op.Cost	ب	17.9%	Registrants/Capita	zpitz		0.0016	Trips/Hour	890
Net Operating Cost/Capita		\$1.18	Revenue Vehicle Hours/Capita	de Hours/Ca	pita	7960.0	Kilometres/Hour	25.39
Municipal Net Cost/Capita			Trips/Capita			0.0251	Average Kilometres/Trip	37.08
Share of Net Cost			Trips by Non-Dedicated Service	Dedicated Se	Nice		Trips/Registrant	15.59
- Provincial		%19					Unaccommodated Trip Requests	
- Municipal		39%	EFFECTIVENESS:	ESS:			Cancellations	1.47%
(incl. donations)			Cost/Trip	- Dedicated		\$57.07	No-Shows	1.47%
O Property of Month Country	American Control			Declaration -	Kaleu		VEHICLE LITTI IZATION (Dedicated Service Only):	ervice Only):
Conthus (Deutated Service City).	di vice Ciny).	£39 08	I ABOUR PRODUCTIVITY:	DOUCTIVITY			Revenue Hours/Vehicle	1,980
Cost/Kilometre		\$1.54	Hours/Operator	*		099	Kilometres/Vehicle	50,275
Waintenance Cost/Kilometre	g	\$0.27						

		161				
	SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	April 15	1983
Walden	MUNICIPAL CONTACT:	R. Bois		POPULATION SERVED:		9,411
Martin's Bus Lines		(705) 692-3225		SERVICE AREA (ha):		79,275
	OPERATIONS CONTACT:	L. Martin		ADVISORY COMMITTEE?	y	yes
		(705) 866-2862		NUMBER OF MEMBERS:		C
REGISTRANTS	FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	door to door	
Unable to Board X		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	Dedicated	\$23,823		Weekdays	0700 to 1700	
Other	Non-Dedicated			Saturday		
	TOTAL	\$23,823	\$7,440	Sunday		
ELIGIBILITY COMMITTEE? no				Holidays		
MEMBERS?	NET OPERATING COST:		\$32,383	\$32,383 CALL-INS:	min 48 hours, no max	×
eligibility determined by medical health professional	Provincial Share			METHODS:		
	Municipal Share			Registration	manually	
REGISTRATION REQUIRED? yes	Donations			Reservations	manually	
REGISTRATION CARDS? yes				Scheduling	manually	
WAITING LIST?	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?	Eligible - Wheelchair	305		FARE STRUCTURE:		
	- Ambulatory	985		Cash	h Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions	2		Adult	8	
Eligible - Wheelchair 13 54%	Other (not eligible)				8	
- Ambulatory 11 46%	TOTAL	1,467		Student \$3.00	8	-
- Temporary				Senior \$3.00	8	
Attendants/Companions	TRIP TYPES:			Attendant \$3.00	8	
Other (not eligible)	Subscription		25%	Companion \$3.00	8	
TOTAL: 24	Prebooked		33%	Other		
	Reservation		14%	14% OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response					
	UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	NTIONAL TRANSIT:	
WED IF SPACE?	CANCELLED TRIPS:		15	Conventional Hours	longer	
VISITORS ELIGIBLE? yes	NO-SHOWS:			Fare Structure	different, \$1.50	

~ にこうにいり							にきていっている	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	_	ij	
S-Wagon/Sedan					Total		Full Time	Part Time
Modified Vars					ANNUAL HOURS:		Operators 1	
Small Buses	-	ເດ	1	ო	Revenue		Office	
Purose-Built					Total	2,600	Mainten.	
Offer							Admin.	
TOTAL VEHICLES	-				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? NO		TOTAL 1	
Ownership:	contracted operator	perator						
Maintenance:	operator				NO. OF OPERATORS:	-	1 UNIONS:	
							Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
66	9-11	11-2 2-4	946 659 94	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day					flat rate per trip		MAXIMUM WAGE RATES:	
Saturday							Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators \$9.00	\$3.00
Holidays							Maintenance \$16.00	\$16.00
PERFORMANCE INDICA	EINDIC	SATORS						
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	
R/C = Op. Revenue/Op. Cost	¥	18.7%	Registrants/Capita	Capita		0.0026	Trips/Hour	
Net Operating Cost/Capita	cd	\$3.44	Revenue Ve	Revenue Vehicle Hours/Capita	apita		Kilometras/Hour	
Municipal Net Cost/Capita	ret.		Trips/Capita			0.1559	Average Kilometres/Trip	
Share of Net Cost			Trips by Nor	Trips by Non-Dedicated Service	Brvice		Trips/Registrant	61.13
- Provincial							Unaccommodated Trip Requests	
- Municipal			EFFECTIVENESS:	NESS:			Cancellations	1.02%
(incl. donations)			Cost/Trip	- Dedicated	2	\$27.15	No-Shows	
				- Non-Dedicated	licated			
EFFICIENCY (Dedicated Service Only):	Service Only						VEHICLE UTILIZATION (Dedicated Service Only):	ervice Only):
Cost/Hour			LABOUR PY	LABOUR PRODUCTIVITY:	٤		Revenue Hours/Vehicle	
Cost/Kilometre			Hours/Operator	ttor			Kilometres/Vehicle	

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	September 1	1991
Wallaceburg		MUNICIPAL CONTACT:	M. Dymond		POPULATION SERVED:		11,684
Handy Transervice			(519) 627-1603		SERVICE AREA (ha):		1,021
		OPERATIONS CONTACT:	Bruce Stern		ADVISORY COMMITTEE?	*	yes
			(519) 352-1920		NUMBER OF MEMBERS:		8
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	curb to curb	
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$61,001		Weekdays	0800 to 1800	
Other		Non-Dedicated			Saturday		
		TOTAL	\$61,001	\$9,530	Sunday		
ELGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	S	NET OPERATING COST:		\$51,471	CALL-INS:	min 24 hours, no max	æ
eligibility determined by staff		Provincial Share		\$39,276	METHODS:		
		Municipal Share		\$12,195	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	5				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispetching	manually	
WAITING ON LIST?		Eligible - Wheelchair	5,000		FARE STRUCTURE:		
		- Ambulatory	2,055		88	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult \$1.50	20	
Eligible - Wheelchair	10 7%	Other (not eligible)			Child \$1.50	20	
- Ambulatory	138 92%	TOTAL:	7,065		Student \$1.50	20	
- Temporary	2 1%				Senior \$1.50	20	
Attendants/Companions		TRIP TYPES:			Attendent \$1.50	20	
Other (not eligible)		Subscription		33%	Companion \$1.50	20	
TOTAL	150	Prebooked		829	Other \$1.50	20	
		Reservation			OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?	•	Demand-Response			special rate of \$3.70 for B. of Educ.	of Educ.	
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	NTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		722	Conventional Hours	No Conv. Service	
VISITORS ELIGIBLE?	2	NO-SHOWS:		88	Fare Structure	No Conv. Service	

VEHICLES VEHICLE TYPES: Nu S-Wagon/Sedan Modified Vans Small Buses Purpose-Built								
S							mario Inno	
S		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
S-Wagon/Sedan Modified Vans Small Buses Purpose-Built	Number	Capacity	Capacity	Age	Revenue	30,000	30,000 NUMBER OF EMPLOYEES:	
Modified Vans Small Buses Purpose-Built					Total	30,000	Full Time	Part Time
Small Buses Purpose-Built	-	က	4	8	ANNUAL HOURS:		Operators	
Purpose-Built					Revenue	2,600	Office	
					Total	2,600	Mainten.	
Other							Admin.	
TOTAL VEHICLES	+				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? no		TOTAL	
Ownership: mu	municipality							
	operator				NO. OF OPERATORS:		UNIONS:	
							Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
99	9-11	11-2 2-4	4-6 6-9 9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 1		-					MAXIMUM WAGE RATES:	
Saturday							Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	
Holidays							Maintenance	
PERFORMANCE INDICATORS	INDIC	ATORS						
FINANCIAL			SERVICE				SERVICE UTILIZATION:	
R.C = Op.Revenue/Op.Cost		15.6%	Registrants/Capita	Apita		0.0128	Trips/Hour	2.77
Net Operating Cost/Capita		\$4.41	Revenue Ve	Revenue Vehicle Hours/Capita	pita	0.2225	Kilometres/Hour	11.54
Municipal Net Cost/Capita		\$1.04	Trips/Capita			0.6038	Average Kilometres/Trip	4.25
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	Nice		Trips/Registrant	47.03
- Provincial		75%					Unaccommodated Trip Requests	
- Municipal		25%	EFFECTIVENESS:	NESS:			Cancellations	10.23%
(ind. donations)			Cost/Trip	- Dedicated		\$8.65	No-Shows	%960
				- Non-Dedicated	cated			
EFFICIENCY (Dedicated Service Only):	rvice Only)						VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Cost/Hour		\$23.46	LABOUR PF	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	2,600
Cost/Kilometre		\$203	Hours/Operator	B			Kilometres/Vehicle	30,000
Maintenance Cost/Kilometre		\$0.01						

1001

100-11				3	
Welland	MUNICIPAL CONTACT:	Charles Stotte	POPULATION SERVED:		45,000
Handi-Trans		(416) 732-6844	SERVICE AREA (ha):		8
	OPERATIONS CONTACT:	Charles Stotte	ADVISORY COMMITTEE?	2	
		(416) 732-6844	NUMBER OF MEMBERS:		

LOCAL ELIGIBILITY CRITERION REGISTRANTS Unable to Board

SERVICE OPERATED BY	MUNICIPAL CONTACT:	OPERATIONS CONTACT:	FINANCIAL	OPERATING COSTS AND	Dodiestod
					>

	3
SERVICE OPERATED BY:	municipality
MUNICIPAL CONTACT:	Charles Stolte
	(416) 732-684
OPERATIONS CONTACT:	Charles Stotte
	(416) 732-684
FINANCIAL	
OPERATING COSTS AND REVENUES:	EVENUES:
Dedicated	Oper. Co \$221,61
Non-Dedicated	

3	municipality	Charles Stolte	(416) 732-6844	Charles Stotte	(416) 732-6844	AND REVENUES: Oper. Cost \$221,611	119,1224
	BY:	e		ACT:		AND F	

		Reve	2
municipality Charles Stotte (416) 732-6844	Charles Stotte (416) 732-6844	Oper. Cost \$221,611	\$221,611

SERV

SERVICE STARTED IN:	August
POPULATION SERVED:	
SERVICE AREA (ha):	
ADVISORY COMMITTEE?	
NUMBER OF MEMBERS:	
ERVICE	
Pr.	accessib
SURS OF SERVICE:	
Weekdays	0655 to 1
Saturday	1005 to 1
Sunday	
Holidays	
IT-NS:	min 24 tx
THODS:	
Registration	computer
Reservations	mamallo

HOURS

Z Při

e door

8 88

83

SZ12,081 CALL-INS METHOD

NET OPERATING COST.

TOTAL:

Unable to Use

Other

8

MEMBERS?

Provincial Share Municipal Share

Donations

Yes yes

REGISTRATION REQUIRED? Aligibility determined by staff ELIGIBILITY COMMITTEE?

REGISTRATION CARDS?

NATTING ON LIST?

WAITING LIST?

\$114,735

\$97,346 \$5,000

min 24 hours, max 14 days computer assisted manual/computer manual/computer manually	
--	--

Tickets/Cards	
S120	under 5 free

FARE STRUCTURE:

Dispatching

Non-Ded.

Dedicated 5,169 10,336 1,447 15,505

ANNUAL ONE-WAY TRIPS:

8

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

3% 3%

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

TOTAL:

475

 Ambulatory - Temporary

Scheduling

Monthly Pass	
Tickets/Cards \$22.00	\$18.00

\$120 \$1.20

Student

の語の

Adult

Senior

180 COMPARISON WITH CONVENTIONAL TRANSIT:

59% OTHER METHODS OF PAYMENT:

Companion

Other

15%

Attendant

longer Same

Conventional Hours

1,083

JNACCOMMODATED TRIP REQUESTS:

VO-SHOWS:

yes

VISITORS ELIGIBLE?

yes

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

annually

Subscription Reservation

Prebooked

8

TRIP TYPES:

Attendants/Companions

Other (not aligible)

TOTAL

Fare Structure

VEHICLE TYPES: S-Wagon/Sedan Modified Vans Smail Buses Purpose-Built Other TOTAL VEHICLES Ownership: mun Maintenance: mun	W								
E	1	Wheekchair	Ambulatory	Average	ANNUAL KILOMETRES:				
an or	Number	Capacity	Capacity	Age	Revenue	80,703	NUMBER OF EMPLOYEES:	IPLOYEES:	
ZES ZES					Total	84,743		Full Time Par	Part Time
XES .	-	~			ANNUAL HOURS:		Operators	m	2
SES	-	4			Revenue	4,639	Office		Ψ-
SES		4			Total	4,934	Mainten.		-
SES C							Admin.	-	
	3				IS NON-DEDICATED SERVICE		Volun.		
					AVALABLE? NO		TOTAL	co.	4
	municipality								
	municipality				NO. OF OPERATORS:		UNIONS:		
							Specialized	ATU Local 1633	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	ATU Local 1633	
31	9-11 11-2	2	46 6-9 9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 2	2 2	2	-				MAXIMUM WAGE RATES:	E RATES:	
Saturday	1 1	***	-					Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$15.57	\$15.57
Holidays							Maintenance	\$19.25	\$19.25
PERFORMANCE INDIC	NDICAT	ATORS							
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	ZATION:	
R/C = Op.Revenue/Op.Cost		4.3%	Registrants/Capita	apita		0.0144	Trips/Hour		3.30
Net Operating Cost/Capita		\$2.7	Revenue Vet	Revenue Vehicle Hours/Capita	pita	0.1044	Kilometres/Hour		17.17
Municipal Net Cost/Capita		\$2.16	Trips/Capita			0.3446	Average Kilometres/Trip	tres/Trip	5.20
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	Nice		Trips/Registrant		23.85
- Provincial		53%					Unaccommodate	Unaccommodated Trip Requests	1.16%
- Municipal		47%	EFFECTIVENESS:	VESS:			Cancellations		7.05%
(incl. donations)			Cost/Trip	- Dedicated		\$14.29	No-Shows		0.34%
				- Non-Dedicated	cated				
EFFICIENCY (Dedicated Service Only):	ce Only):						VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	ice Only):
Cost/Hour		\$47.16	LABOUR PR	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	Vehicle	1,566
Cost/Kilometre		\$2.75	Hours/Operator	tor		1,175	Kilometres/Vehicle	95	26,901
Maintenance Cost/Kilometre		\$0.44							

			167					
		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:		October 1	1979
Whitby		MUNICIPAL CONTACT:	R. Claringbold		POPULATION SERVED:	ä		58,0
Handi Transit Inc.			(416) 668-5803		SERVICE AREA (ha):			39,4
		OPERATIONS CONTACT:	Doug Manuel	,	ADVISORY COMMITTEE?	Œ,	*	yes
			(416) 571-1222		NUMBER OF MEMBERS:	RS:		
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	8	accessible door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$161,125		Weekdays	Ö	0730 to 2300	
Other		Non-Dedicated	\$10,122		Saturday	ð	0800 to 2300	
		TOTAL	\$171,247	\$22,837	Sunday	8	0900 to 2200	
ELIGIBILITY COMMITTEE?	9				Holidays	8	0800 to 1700	
MEMBERS?		NET OPERATING COST:		\$148,410	\$148,410 CALL-INS:	E	min 1 hour, max 3 days	ays
eligibility determined by staff		Provincial Share		\$75,557	\$75,557 METHODS:			
		Municipal Share		\$72,853	Registration	8	manually	
REGISTRATION REQUIRED?	2	Donations			Reservations	E	manually	
REGISTRATION CARDS?	2				Scheduling	E	manually	
WAITING LIST?	9	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	E	manually	
WAITING ON LIST?		Eligible - Wheelchair			FARE STRUCTURE:			
		- Ambulatory				Cash	Tickets/Cards	Monthly Pa
NUMBER OF REGISTRANTS:		Attendants/Companions	472		Actuit	\$1.50	\$20.00	
Eligible - Wheelchair		Other (not eligible)			Child	\$1.50	\$20.00	
- Ambulatory		TOTAL	8,047		Student	\$1.50	\$20.00	
- Temporary					Senior	\$1.50	\$20.00	
Attendants/Companions		TRIP TYPES:			Attendent	\$1.50	\$20.00	
Other (not aligible)		Subscription			Companion	\$1.50	\$20.00	

S

\$20.00

\$1.50

40 COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours Fare Structure

833

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes Yes

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE? every 2 or 3 years

Other (not aligible) TOTAL:

Reservation

Prebooked

OTHER METHODS OF PAYMENT: monthly billing, agency contracts

different, \$1.10 shorter

8 894 10

VEHICLES								EMPLOYEES	ES	
		Wheelchair	Ambulatory	Average	900	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity		Age	Revenue	79,000	79,000 NUMBER OF EMPLOYEES:	MPLOYEES:	
S-Wagon/Sedan						Total	80,000		Full Time	Part Time
Modified Vans	ო	S	2		7	ANNUAL HOURS:		Operators	2	
Small Buses						Revenue	4,561	Office	က	•
Purpose-Built						Total	4,882	Mainten.		
Other					į			Admin.	-	₩
TOTAL VEHICLES	m					IS NON-DEDICATED SERVICE		Volun.		
						AVAILABLE? no		TOTAL	9	8
Ownership:	municipality									
Maintenance:	contracted out	=				NO. OF OPERATORS:		UNIONS:		
								Specialized	Teamster	Teamsters Local 938
FLEET DISTRIBUTION:						PAYMENT METHOD:		Conventional	ATU Local 1624	11624
3	9-11	11-2 2-4	9	9-12	12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 2	2			-				MAXIMUM WAGE RATES:	SE RATES:	
Saturday	-	-	+	۳-					Specialized	Conventional
Sunday	-	-	1	-		PAYMENT VERIFICATION:		Operators	\$1221	
Holidays 1	-	F-	-					Maintenance		
PERFORMANCE INDIC	EINDIC	ATORS								
FINANCIAL:			SERVICE:	ij				SERVICE UTILIZATION:	LIZATION:	
R/C = Op.Revenue/Op.Cost	St	133%	Registra	Registrants/Capita				Trips/Hour		1.76
Net Operating Cost/Capita	ent.	\$2.56	Revenu	Revenue Vehicle Hours/Capita	urs/Cap	zi.	0.0786	Kilometras/Hour	4	17.32
Municipal Net Cost/Capita		\$1.26	Trips/Capita	apita			0.1387	Average Kilometres/Trip	etres/Trip	9.82
Share of Net Cost			Trips by	Trips by Non-Dedicated Service	ted Sen	rice		Trips/Registrant	=	
- Provincial		51%						Unaccommod	Jnaccommodated Trip Requests	0.50%
- Municipal		49%	EFFEC	EFFECTIVENESS:				Cancellations		10.60%
(incl. donations)			Cost/Trip		- Dedicated		\$20.02	No-Shows		
				ÖZ -	- Non-Dedicated	ated				
EFFICIENCY (Dedicated Service Only):	Service Only)	••						VEHICLE UTI	VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Cost/Hour		\$35.33	LABOU	LABOUR PRODUCTIVITY:	:XIIVI			Revenue Hours/Vehicle	s/Vehicle	1,520
Cost/Kilometre		\$204	Hours	Hours/Operator			2,281	Kilometres/Vehicle	nicle	26,333
Maintenance Coet/fichemotre	tho and	60 00								

	169	6	
	SERVICE OPERATED BY:		SERVICE STARTED IN:
Wilmot	MUNICIPAL CONTACT:		POPULATION SERVED:
			SERVICE AREA (ha):
- No data received	OPERATIONS CONTACT:		ADVISORY COMMITTEE?
			NUMBER OF MEMBERS:
REGISTRANTS	FINANCIAL		SERVICE
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:		TYPE
Unable to Board	ed O	Oper. Cost Rever	Revenue HOURS OF SERVICE:
Unable to Use	Dedicated		Weekdays
Other	Non-Dedicated		Senuday
	TOTAL		Sunday
ELIGIBILITY COMMITTEE?			Holidays
MEMBERS?	NET OPERATING COST:		CALL-INS:
	Provincial Share		METHODS:
	Municipal Share		Registration
REGISTRATION REQUIRED?	Donations		Reservations
REGISTRATION CARDS?			Scheduling
WAITING LIST?	ANNUAL ONE-WAY TRIPS: Dec	Dedicated Non-Ded.	
WAITING ON LIST?	Eligibie - Wheelchair		¥.
	- Ambulatory		Cesh Tickets/Cards Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions		
Bigible - Wheelchair	Other (not eligible)		Child
- Ambulatory	TOTAL		Student
- Temporary			Senior
Attendants/Companions	TRIP TYPES:		Attendant
Other (not eligible)	Subscription		Companion
TOTAL	Prebooked		Other
	Reservation		OTHER METHODS OF PAYMENT:
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response		
	UNACCOMMODATED TRIP REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:
COMPANIONS ALLOWED IF SPACE?	CANCELLED TRIPS:		Conventional Hours
VISITORS ELIGIBLE?	NO-SHOWS:		Fare Structure

VEHICLES Wheelchair Ann VEHICLE TYPES: Number Capacity S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other TOTAL VEHICLES Ownership: Maintenance:	Capacin Average Capacin Age 4-6 6-9 9-12 12+	ANNUAL KILOMETRES: Revenue Total ANNUAL HOURS: Revenue Total IS NON-DEDICATED SERVICE AVAILABLE? NO. OF OPERATORS: PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)	E M P L O Y E E S NUMBER OF EMPLOYEES: Part Operators Office Meinten. Admin. Volun. TOTAL UNIONS: Specialized Conventional MAXIMUM WAGE RATES:	Part Time
Number Capacity	apacity apacity 6-9		OF EMPLOYEES: Full Time orial orial r WAGE RATES:	11me
Number Capacity	6-9 9-12		OF EMPLOYEES: Full Time oral oral r WAGE RATES:	1.Time
S-Wagon/Sedan Modfied Vans Small Buses Purpose-Built Other TOTAL VEHICLES Ownership: Maintenance:	8 9		ed onal rwee RATES:	1 Time
Modified Vans Small Buses Purpose-Built Other TOTAL VEHICLES Ownership: Maintenance:	89		s ad onal	
Small Buses Purpose-Built Other TOTAL VEHICLES Ownership: Maintenance:	8-9 8-12		ed onal (WAGE RATI	
Purpose-Built Other TOTAL VEHICLES Ownership: Maintenance:	8-3 1-2		ed onal (WAGE RATI	
Other TOTAL VEHICLES Ownership: Maintenance:	8-9 1-2		ed onal I WAGE RATI	
TOTAL VEHICLES Ownership: Maintenance: FI FET DISTRIBLITION:	91 ₂		ed onal # WAGE RATI	
Ownership: Maintenance: HEFT DISTRIBUTION:	91 ₂		ed onal N WAGE RATI	
Ownership: Maintenance: FI FET DISTRIBITION:	69 212		ed onal I WAGE RATI	
Maintenanos:	6-9 1-2 1-2		ed onal (WAGE RATI	
FI FET DISTRIBUTION:	69		onal (WAGE RATI	
FI FET DISTRIPTION:	6-9		Conventional MAXIMUM WAGE RATES:	
	69 8-15		MAXIMUM WAGE RATES:	
6-9 9-11 11-2 2-4 4-6			MAXIMUM WAGE PATES:	_
			Canaininad	
Saturday			רבייוניים	Conventional
Sunday		PAYMENT VERIFICATION:	Operators	
Holidays			Maintenance	
PERFORMANCE INDICATORS				
FINANCIAL:	SERVICE:		SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	Registrants/Capita		Trips/Hour	
Net Operating Cost/Capita	Revenue Vehicle Hours/Capita	s/Capita	Kilometres/Hour	
Municipal Net Cost/Capita	Trips/Capita		Average Kilometres/Trip	~****
Share of Net Cost	Trips by Non-Dedicated Service	d Service	Trips/Registrant	
- Provincial			Unaccommodated Trip Requests	
- Municipal	EFFECTIVENESS:		Cancellations	
(incl. donations)	Cost/Trip - Dedicated	zated	No-Shows	
	-Non-	- Non-Dedicated		
EFFICIENCY (Dedicated Service Only):			VEHICLE UTILIZATION (Dedicated Service Only):	rice Only):
Cost/Hour	LABOUR PRODUCTIVITY:	HX:	Revenue Hours/Vehicle	
Cost/Kilometre	Hours/Operator		Kilometres/Vehicle	
Maintenance Cost/Kilometre				

non-profit organiz

SERVICE OPERATED BY: MUNICIPAL CONTACT:

Windsor

197,000

1978

September

SERVICE STARTED IN: POPULATION SERVED:

Handi-Transit			SERVICE AREA (ha):	n/a	
	OPERATIONS CONTACT: C. Douglas Ellis	C. Douglas Ellis	ADVISORY COMMITTEE?	yes	
		(519) 966-0930	NUMBER OF MEMBERS:		1
REGISTRANTS	FINANCIAL		SERVICE		

NUMBER OF MEMBERS:	SERVICE
(519) 966-0830	
	FINANCIAL
	2

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

	OPERATING COSTS AND REVENUES:	ENUES:	
		Oper. Cost	Revenu
×	Dedicated	\$890,578	
	Non-Dedicated	\$21,506	
	TOTAL	\$912,084	\$218,42
2			
	NET OPERATING COST:		\$693,66
	Provincial Share		\$466,56
	Municipal Share		\$264,14
yes	Donations		

	Oper. Cost \$890,578	Reven
cated	\$21,506	
	\$912,084	\$218,4
Share Share		\$693,6 \$466,5 \$264,1
NE-WAY TRIPS:	Dedicated	Non-D

min 2 hours, max 21 days

curb to curb

HOURS OF SERVICE:

Weekdays Saturday Holidays

Sunday

computer assisted computer assisted computer assisted computer assisted

Reservations Registration

XX METHODS:

CALL-INS:

FARE	3,244	Ā
43		99
30,14	19,911	3.5
Wheekchair	- Ambulatory	nts/Companions

ANNUAL OF Eligible -

8 8

REGISTRATION REQUIRED?

REGISTRATION CARDS?

NAITING ON LIST?

NAITING LIST?

sligibility determined by staff ELIGIBILITY COMMITTEE?

MEMBERS?

Monthly Pass

Tickets/Cards

Cash

E STRUCTURE:

Dispatching Scheduling

	Adult	Child
3,244		
19,911	5,556	
- Ambulatory	Attendants/Companions	Other (not eligible)
		24%

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

		Attendants/Companions	5,556		Adult	\$2.10	\$210	
357	64%	Other (not eligible)			Child	\$2.10	\$210	
520	35%	TOTAL:	50,054	3,244	Student	\$2.10	\$210	
R	%				Senior	\$2.10	\$2.10	
		TRIP TYPES:			Attendant	\$2.10	\$2.10	
		Subscription		32%	Companion	\$2.10	\$2.10	

		אוופונות אלווס		
	32%	Companion \$2.10		
Prebooked	26%	26% Other \$2.10	\$2.10	
	33%	THER METHODS OF PAYMENT		
Demand-Response	86			
UNACCOMMODATED TRIP REQUESTS:	646	646 COMPARISON WITH CONVENTIONAL TRANSIT	ONAL TRANSIT:	

%6		
646	646 COMPARISON WITH CONVENTIONAL TRANSFI	ENTIONAL TRANSIT:
10,222	10,222 Conventional Hours	зать
800	Fare Structure	different, \$1.30

CANCELLED TRIPS: NO-SHOWS:

yes Yes

1,500

Attendants/Companions

Other (not eligible) TOTAL:

- Ambulatory - Temporary HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

every 2 or 3 years

VISITORS ELIGIBLE?

		Part Time	15	2				17		Teamsters Local 880	919		Icacimoma		0621-5			1	2.68	22.87	\$ C	20.05	20.00	19.19%	1.50%	Consists Onto).	D Service Gray).	104.1	מליססי	
rees	COLUMN CONTROL	427,234 NUMBER OF EMPLOTEES.	S	er.		87		10		•	Tel.		MAXIMUM WAGE HATES:	Specialized		8		SERVICE UTILIZATION:		Hour	Average Kilometres/Trip	trent	Jnaccommodated Trip Requests	2			VEHICLE UTILIZATION (DEGIZZIEG SEINICE CATY).	Revenue Hours/Vehicle	Venicle	
EMPLOYEES		NUMBER OF	Operators	200	Mainten	Admin.	Volun.	TOTAL	I INICAIC.		Conventional		MAXIMUM W		Operators	Mainterrance		SERVICE	Trips/Hour	Kiometres/Hour	Average Kil	,	Unaccomm	Cancellations	No-Shows		VEHICLE		Kilometres/Vehicle	
		427,234	100	40.000	18 680				•										0.0076	0.0948	0.2705	8%			\$17.79	\$663			4. 24.	
	ANNUAL KILOMETRES:	Revenue	ANNUAL LOUISE:	ANOTHER PORTS.	Kewanije	000	IS NON-DEDICATED SERVICE	AVAILABLE? yes		NO. OF OPERALOPS:	PAYMENT METHOD:	(i.e. flat rate, hourly, per km etc.)	meter rate		PAYMENT VERIFICATION:	distance driven				apita		ervice			P 6	dicated		<u></u>		
	Average	Age		•	8							9-12 12+	2 4	2 4	-	-		1	Registrants/Capita	Revenue Vehicle Hours/Capita	ti	Trips by Non-Dedicated Service		EFFECTIVENESS:	- Dedicated	- Non-Dedicated		LABOUR PRODUCTIVITY:	perator	
	Ambutatory	Capacity			ဖ							9		2 2	3	3 2		SERVICE	Registran	Revenue	Trips/Capita	Trips by		EFFECTI	Cost/Trip			LABOUR	Hours/Operator	
	Wheelchair	Capacity			ທ				Ż			2 24			e e	3	TORS		23 9%	\$352	\$5134		64%	36%				\$47.68	\$2.08	\$0.13
		Number			13		40	2	non-profit organiz	contracted out		9 9-11 11-2	∞	2	ო	8	E INDICA		3	ž r							Service Only):			эте
VEHICLES		VEHICLE TYPES:	S-Wagon/Sedan	Modified Vans	Small Buses	Purpose-Built	ST STATE OF	IOIAL VEHICLES	Ownership:	Maintenanos:	FI FET DISTRIBUTION:	6-9	Peak Day 11	Saturday 2	Sunday 2	Holidays 2	PERFORMANCE INDICATORS	CHIANCIAL	Paramond of the paramond of th	Not Operation Cost/Capita	Marional Not Cost/Carita	Share of Net Cost	- Provincial	- Marining	(incl donations)	(mer country)	EFFICIENCY (Dedicated Service Only):	Cost/Hour	Cost/Kilometre	Maintenance Cost/Kilometre

		SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	June 15	1991
Wingham		MUNICIPAL CONTACT:	Gloria Workman		POPULATION SERVED:		20,283
Wheels Away			(519) 357-1440		SERVICE AREA (ha):		173,101
		OPERATIONS CONTACT:	John Mann		ADVISORY COMMITTEE?	y88	Ø
			(519) 357-4074		NUMBER OF MEMBERS:		12
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGBILITY CRITERION:		OPERATING COSTS AND REVENUES:	LEVENUES:		TYPE	accessible door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated Non-Dedicated	\$43,477		Weekdays	0800 to 2300	
		TOTAL	\$43,907	\$5,814	Sunday	0800 to 2300	
FIGIBILITY COMMITTEE?	Yes				Holidays	0800 to 2300	
MEMBERS?	e	NET OPERATING COST:		\$38,093	\$38,093 CALL-NS:	min 24 hours, no max	×
		Provincial Share		\$19,047	METHODS:		
		Municipal Share			Registration	manually	
REGISTRATION REQUIRED?	yes	Donations		\$5,425	Reservations	computer assisted	
REGISTRATION CARDS?	2				Scheduling	computer assisted	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispetching	computer assisted	
WAITING ON LIST?		Eligible - Wheelchair	480		FARE STRUCTURE:		
		- Ambulatory	945	108	Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	15		Adult \$2.50	9	
Eligible - Wheelchair	84 34%	Other (not eligible)			Child \$250	9	
- Ambulatory	160 66%	TOTAL:	1,425	108	Student \$2.50	9	
- Temporary					Senior \$250	9	
Artendants/Companions		TRIP TYPES:			Attendent \$2.50	9	
Other (not eligible)		Subscription		35%	Companion	9	
TOTAL:	244	Prebooked		43%	Other \$250	9	
		Reservation		22%	22% OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?	Ð?	Demand-Response					
amually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	5	5 COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		110	Conventional Hours	No Conv. Service	
		NO CHOMO:		T.	Fare Sharting	No Com Service	

								EMPLOYEES	
		Wheelchair	Ambulatory	Atout	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES:	Number	Capacity	3	Capacity	Age	Revenue	30,196	NUMBER OF EMPLOYEES:	
S-Wagon/Sedan						Total	30,196	Full Time	Part Time
Modified Vans	-	ო		ည	~	ANNUAL HOURS:		Operators	ო
Small Buses						Revenue	650	Office	
Purpose-Built						Total	920	Mainten.	
Other								Admin.	-
TOTAL VEHICLES	-					IS NON-DEDICATED SERVICE		Volun.	
						AVAILABLE? yes		TOTAL	4
Ownership:	non-profit organiz	aniz							
Maintenance:	non-profit organiz	laniz				NO. OF OPERATORS:	-	UNIONS:	
								Specialized	
FLEET DISTRIBUTION:						PAYMENT METHOD:		Conventional	
4	6-9 9-11 1	11-2 2-4	4	6-9 9-12	12+	(ie. flat rate, hourty, per km etc.)			
Peak Day	-					flat rate per trip		MAXIMUM WAGE RATES:	
Saturday	4-	1	-	-				Specialized	Conventional
Sunday 1	۳-	•	4-	-		PAYMENT VERIFICATION		Operators \$9.00	
Holidays 1	-	1	-	4-				Maintenance	
PERFORMANCE INDICATORS	E INDIC	ATORS							
FINANCIAL:			S	SERVICE:				SERVICE UTILIZATION:	
R.C = Op.Revenue/Op.Cast	ost	132%	Rec	Registrants/Capita	pita		0.0120	Trips/Hour	2.19
Net Operating Cost/Capita	ŭ	\$1.88	Re	enue Vehit	Revenue Vehicle Hours/Capita	zpitz	0.0320	Klometres/Hour	46.46
Municipal Net Cost/Capita	u		Trip	l'rips/Capita			0.0756	Average Kilometres/Trip	21.19
Strare of Net Cost			Trip	IS by Non-C	Frips by Non-Dedicated Service	arvice	ž.	Trips/Registrant	823
- Provincial		20%						Unaccommodated Trip Requests	%550
- Municipal		20%	E	EFFECTIVENESS:	ESS:			Cancellations	7.18%
(incl. donations)			Š	Cost/Trip	- Dedicated	Q	\$30.51	No-Shows	%860
					- Non-Dedicated	licated	\$3.98		
EFFICIENCY (Dedicated Service Only):	Service Only):							VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$66.89	3	30UR PRO	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	059
Cost/Kilometre		\$1.44	HOT	Hours/Operator	-		433	Kilometres/Vehicle	30,196
Maintonon Conficionomo									

	SEDVICE OBCDATED BY.					
	STANCE OF CIVIL BIT.	municipanty		SERVICE STARTED IN:	1979	
Woodstock	MUNICIPAL CONTACT:	Doug McLean		POPULATION SERVED:		29.029
Paratransit		(519) 539-1291		SERVICE AREA (ha):		2.337
	OPERATIONS CONTACT:	Robin Heggie		ADVISORY COMMITTEE?	yes	
		(519) 539-1291		NUMBER OF MEMBERS:		S
REGISTRANTS	FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	curb to curb / accessible door	200
Tp.		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	Dedicated	\$38,389		Weekdays	0840 to 1640	
Cities	Non-Dedicated	\$2,270		Saturday	0920 to 1620	
	TOTAL	\$101,269	\$11,439	Sunday		
ELIGIBILITY COMMITTEE? yes				Holidays		
MEMBERS?	NET OPERATING COST:		\$89,831	CALL-INS:	min 24 hours, no max	
medical/health professional	Provincial Share		\$30,091	METHODS:		
	Municipal Share		\$59,740	Registration	manually	
REGISTRATION REQUIRED? yes	Donations			Reservations	manually	
CAPDS?				Scheduling	manually	
WAITING LIST?	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispetching	manually	
WAITING ON LIST?	Eligible - Wheelchair	5,048		FARE STRUCTURE:		
	- Ambulatory	3,727		Cash	Tickets/Cards	Monthly Pass
WITS:	Attendants/Companions			Adult \$1.15	1/\$11.50	
153 S	•		1,060	Child \$1.15	10	
- Ambulatory 140 48%	TOTAL:	8,775	1,060	Student \$1.15	ıo	
- Temporary				Senior \$1.15	ıo	
Atiendants/Companions	TRIP TYPES:			Attendent		
ot eligible)	Subscription		13%	Companion		
TOTAL: 283	Prebooked		25%	Other		
	Reservation		20%	OTHER METHODS OF PAYMENT:	NT:	
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response		12%	After hrs in city: \$6.00/hr + \$0.24/km, Out of city: \$29.88/hr	1.24/lon, Out of city: \$29.88/l	<u></u>
	UNACCOMMODATED TRIP REQUESTS:	EQUESTS:	8	COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE? yes	CANCELLED TRIPS:		1,308	Conventional Hours	longer	
VISITORS ELIGIBLE?	NO-SHOWS:		83	Fare Structure	зать	

VEHICLES							EMPLOYEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
	Number	Capacity	Capacity	Age	Revenue	7,80, K	NUMBER OF EMPLOYEES:	Part Time
S-Wagon/Sedan					200	5		6
Modified Vans					ANNUAL HOURS:	1	Chesano	, с
Small Buses	-	ည	9	4	Revenue	2,730	8	v •
Purpose-Built	-	7	4	N	Totai	2,846	Meanten.	- °
Other							Admin.	ų
TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE AVAILABLE? yes		TOTAL	7.1
Ownership:	municipality				or o	*	ÖNÖN	
Maintenance:	municipality				NO. OF CHENCHES.		Specialized CUPE Local 1146	1146
FI FET DISTRIBUTION:					PAYMENT METHOD:		74	1146
6-9	9-11	11-2 2-4	94	9-12 12+	(ie. flat rate, hourty, per km etc.)			
Peak Day	2				flat rate per trip		MAXIMUM WAGE RATES:	Consideration
Saturday	-	1					STATE OF THE PROPERTY OF THE P	STATE OF STA
Sunday					PAYMENT VERIFICATION:		Maintenance	\$18.32
PERFORMANCE INDIC	INDIC	ATORS						
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	
R.C = Op.Revenue/Op.Cost	ğ	11.3%	Registrants/Capita	Capita		0.0101	Trips/Hour	321
Net Operating Cost/Capita	al	\$3.09	Revenue V	Revenue Vehicle Hours/Capita	chita	0.0942	Kiometres/Hour	call
Municipal Net Cost/Capita		\$2.06	Trips/Capita	-		0.3388	Average Kilometres/Trip	38
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	arvice	%	Trips/Registrant	33.50
- Provincial		20%					Unaccommodated Trip Requests	8.45°O
- Municipal		20%	EFFECTIVENESS:	ENESS:			Cancellations	13.30%
(incl. donations)			Cost/Trip	- Dedicated	Ď.	\$11.28	No-Shows	% C 0
				- Non-Dedicated	licated	\$214		,
EFFICIENCY (Dedicated Service Only):	Service Only)						VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$36.19	LABOUR P	LABOUR PRODUCTIVITY:	e			1,000
Cost/Kilometre		\$3.11	Hours/Operator	ator		1,824	Kilometres/Vehicle	12,8,01

Woolwich		SERVICE OF EASIER SI.	mon-profit organiz		SERVICE STARTED IN:	N: July		1992
		MUNICIPAL CONTACT:	John Jeffery		POPULATION SERVED:	ä		17,161
Kiwanis Transit			(519) 669-1647		SERVICE AREA (ha):			31,567
		OPERATIONS CONTACT:	Cheryl Fisher		ADVISORY COMMITTEE?	TEE?	yes	Ø
			(519) 669-4533		NUMBER OF MEMBERS:	HS:		01
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE	900	door to door	
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$38,000		Weekdays	2	0715 to 1830	
Other		Non-Dedicated			Saturday	5	1000 to 1400	
		TOTAL	\$38,000	\$10,500	Sunday	160	1600 to 2030	
ELIGIBILITY COMMITTEE?	2				Holidays			
MEMBERS?		NET OPERATING COST:		\$27,500	CALL-INS:	min	min 6 hours, no max	
eligibility determined by admin. staff		Provincial Share		\$8,000	METHODS:			
		Municipal Share		\$18,500	Registration	ELI	manually	
REGISTRATION REQUIRED?	yes	Donations		\$31,700	Reservations	TE III	manually	
REGISTRATION CARDS?	5				Scheduling	RE	manually	
WAITING LIST?	8	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	E H	manually	
WAITING ON LIST?		Eligible - Wheelchair	229		FARE STRUCTURE:			
		- Ambulatory	1,580			Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	52		Adult	\$200		
Eligible - Wheelchair 3	30 25%	Other (not eligible)			Child	\$200		
- Ambulatory 9	92 75%	TOTAL	2257		Student	\$200		
- Temporary					Senior	\$200		
Attendants/Companions		TRIP TYPES:			Attendant	\$200		
Other (not eligible)		Subscription		× ×	Companion	\$200		
TOTAL: 122	N	Prebooked		53%	Other	\$200		
		Reservation		34%	34% OTHER METHODS OF PAYMENT:	AYMENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		R.				
amnally		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:	O	9 COMPARISON WITH CONVENTIONAL TRANSIT:	NVENTION	AL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		57	Conventional Hours	2	No Conv. Service	
VISITORS ELIGIBLE?	yes	NO-SHOWS:		9	Fare Structure	2	No Conv. Service	

VEHICLE TYPES: Number of the Nordified Vans Small Buses Purpose-Built Other TOTAL VEHICLES	A	The market have						
E ES		WIGHERE	Ambulatory	Average	ANNUAL KILOMETRES:	_		
	Number	Capacity	Capacity	Age	Revenue	15,670	15,670 NUMBER OF EMPLOYEES:	
					Total	15,670	Full Time	Part Time
					ANNUAL HOURS:		Operators 1	2
	-	01	12	ເດ	Revenue	737	Office	
					Total	737	Mainten.	
							Admin. 1	
	1				IS NON-DEDICATED SERVICE		Volun.	2
					AVAILABLE? yes		TOTAL 2	4
	non-profit organiz							
Maintenance: non	non-profit organiz				NO. OF OPERATORS:	-	UNIONS:	
							Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
3	9-11 11-2	2	946	9-12 12+	(ie. flat rate, hourty, per km etc.)			
Peak Day	-				flat rate per trip		MAXIMUM WAGE RATES:	
Saturday	1 1	-					Specialized	Conventional
Sunday	1 1	-	-		PAYMENT VERIFICATION:		Operators \$10.00	
Holidays	-	-					Maintenance	
PERFORMANCE INDICATORS	INDICAT	ORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost		27.6%	Registrants/Capita	Sapita		0.0071	Trips/Hour	306
Net Operating Cost/Capita		\$1.60	Revenue Vel	Revenue Vehicle Hours/Capita	apita	0.0429	Kilometres/Hour	21.28
Municipal Net Cost/Capita		\$1.08	Trips/Capita			0.1315	Average Kilometres/Trip	6.94
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	arvice		Trips/Registrant	18.50
- Provincial		20%					Unaccommodated Trip Requests	0.40%
- Municipal		20%	EFFECTIVENESS:	NESS:			Cancellations	2.53%
(ind. donations)			Cost/Trip	- Dedicated	P	\$16.84	No-Shows	0.27%
				- Non-Dedicated	icated			
EFFICIENCY (Dedicated Service Only):	vice Only):						VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$51.60	LABOUR PR	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	787
Cost/Kilometre		\$2.43	Hours/Operator	lor.		388	Kilometres/Vehicle	15,670
Maintenance Cost/Kilometre								

PERFORMANCE INDICATORS

FINANCIAL:

Total Revenue x 100 Total Cost	Net Operating Cost Population Served	Provincial Share Net Operating Cost	Net Operating Cost - Provincial Shar Net Operating Cost		Dedicated Operating Cost Revenue Vehicle Hours	Dedicated Operating Cost Revenue Vehicle Kilometres	Maintenance Cost Revenue Vehicle Kilometres
II	II	II	II		II	U	II
Revenue/Cost	Net Operating Cost/Capita	Share of Net Cost: - Provincial	- Municipal	EFFICIENCY (DEDICATED SERVICE ONLY):	Cost/Hour	Cost/Kilometre	Maintenance Cost/Kilometre

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SERVICE:

Total Registrants - Other Population Served	Revenue Vehicle Hours Population Served	Total Trips - Total Attendant Trips - Total Other Trips Population Served	Total Non-Ded. Trips - Non-Ded. Attendant Trips - Non-Ded. Other Trips Total Trips - Attendant Trips - Other Trips
H	B	II	U
Registrants/Capita	Revenue Vehicle Hours/Capita	Trips/Capita	Trips By Non-Dedicated Service

EFFECTIVENESS:

Cost/Trip

Total Dedicated Cost Total Dedicated Attendant Trips - Dedicated Other Trips	Total Non-Dedicated Cost Total Non-Ded. Attendant Trips - Non-Ded. Other Trips
11	11
- Dedicated	- Non-Dedicated

LABOUR PRODUCTIVITY:

Hours/Operator

of Full Time Operators + (# Part Time Operators)/2 11

SERVICE UTILIZATION:

Total Dedicated Trips - Dedicated Attendant Trips - Dedicated Other Trips Revenue Vehicle Hours	Revenue Vehicle Kilometres Revenue Vehicle Hours	Revenue Vehicle Kilometres Total Dedicated Trips - Dedicated Other Trips	Total Trips - Total Attendant Trips - Total Other Trips Total Registrants - Other Registrants	Unaccommodated Trips Total Trips - Total Attendant Trips - Total Other Trips	Cancelled Trips Total Trips - Total Attendant Trips - Total Other Trips	No-Show Trips Total Trips - Total Attendant Trips - Total Other Trips		Revenue Vehicle Hours Total Vehicles	Revenue Vehicle Kilometres Total Vehicles
II	ll .	II	n	II	11	II		11	II
Trips/Hour	Kilometres/Hour	Average Kilometres/Trip	Trips/Registrant	Unaccommodated Trip Requests	Cancellations	No-Shows	VEHICLE UTILIZATION:	Revenue Hours/Vehicle	Kilometres/Vehicle

JANDY REFERENCE

Startice
Start
Prior to 1979:
Brantord
Burington
Cambridge
Chatham
Dryden
Cyden
Cyde

Since 1979:
Ajax
Amherstburg
Akitokan
Aurora
Belleville
Brockville
Brockville
Brockville
Brockville
Compbeliford
Capreol
Comwall
Durham
Dysart
Elliot Lake
Espanola
Fleshertnon
Fort Frances
Ganarnoque
Georgina
Gore Bay
Hatton Hills
Hatton Region
Ingersoll
Kapuskasing
Lindsay

Manibowadge
Markham
Meaford
Merkham
Meaford
Mewcastle
North Bay
Oakville
Onaping Falls/
Oralia
Owen Sound
Peel
Pererborough
(County)
(Mary's
(County)
(Mary's
(Mar

Less than 10,000:
Atilokan
Burk's Falls
Capreol
Dryden
Durham
Dysart
Espanola
Gore Bay
Ingersoli
Listowei
Marritouwadge
Paris
Schreiber
St. Mary's
Walden
10,000 to 100,000:
Ajax
Annherstburg
Aurora
Barrie
Belleville

Brockville
Cambridge
Cambridge
Cambelford
Chatham
Cobourg
Coffingwood
Comwall
Eliot Lake
Flesherton
Fort Francis
Georgina
Guelph
Halton Hills
Kapuskassing
Kenora
Kingston
Lindsay
Mendron
Lindsay
Mediton
Lindsay
Mediton
Newcastle
Newmarket
Niagara Falis
Nickel Centre
North Bay
Onaping Falis/
Rayside-Balfour
Orilia
Owen Sound
Pembroke
Pembroke

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ichmond Hill

Sault Ste. Marie

Scugog-Uxbridge
St. Thomas
Stratford
Sudbury
Timmins
Valley East
Victoria County
Wallaceburg
Welland
Whitby
Wingham

Voolwich

00,000 to 200,000:

Burlington Markham **Dakville**

St. Catharines hunder Bay Oshawa

Vaughan Windsor

Greater than 200,000: Citchener-Waterloo Ottawa-Carleton

Cobourg Spanola nyden

Newcastle
Niagara Falls
Nickel Centre
Onaping Falls/

Less than 5 persons/ha: Amherstburg Burk's Falls Georgina Gore Bay Hatton Hills Hatton Region Kapuskasing Kenora Manitouwadge 001212160 Flesherton Fort Francis (1) (1) (1) (1)

eterborough (County) scugog-Uxbridge hunder Bay Timmins Valley East /anghan

fictoria County Whitby Wingham Woolwich Valden

5 - 10 persons/ha

Ajax Aurora Barrie Burlington Collingwood

comwall

Durham Gananoque Ingersoli North Bay Owen Sound

0 -15 persons/ha ambridge seleville

Zall-in Time Amherstburg

Iliot Lake Suelph Gingston indsay

eterborough (City ewmarket

St. Catharines St Thomas

Wallaceburg Woodstock Stratford

Atikokan
Brockville
Burk's Falls
Capreol
Cobourg
Collingwood
Durham
Flesherton
Garanoque
Gaorgina
Hatton Region
Hamilton
Kapuskasing
Manitouwadge
Manitouwadge
Markham
Meaford
Mildnay

Greater than 15
persons/ha:
Brockville
Chatham
Hamilton
Kitchener-Waterloo

Aarkham ondon Wildmay

Ottawa-Carleton Sichmond Hill Oakville

Orillia Owen Sound Pent Hope Victoria County Walden

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to Minemum

Amherstburg
Authorstburg
Selevitie
Colingwood
Garanoque
Guelph
Hamilton
Kapuskasing
Kingston
Markham
Mildmay
Ottawa-Carleton
Owen Sound
Port Hope
Richmond Hill
New Service
It 1992
Campbellford
Flesherton
Flesh

Ingersoll
Kapuskasing
Lindsay
Maritam
Meaford
Midmay
Milton
Newcastle
Onaping Falls/
Rayside-Balfour
Ontilia
Oshawa
Oshawa
Oshawa
Oshawa
Oshawa
Sound
Paris
Perrborough (City)
Peterborough (City)

Manually:
Ajax
Amherstburg
Atilokan
Aurora
Belevile
Brantford
Brockvile
Brantford
Compbellford
Chatham
Cobourg
Collingwood
Cornwall
Duyden
Duyden
Duyten
Dysart
Elliot Lake
Espanola
Fort Frances
Garanoque
Georgina
Gore Bay
Hatton Hills

Validen Vallaceburg Vhiriby Voodstock Voolwich

Computer-assisted:
Barrie
Capreol
Flesherton
Guelph
Hamilton
Kingston
Kingston
Kingston
London
Newmarket
Niagara Falls
North Bay
Ottawa-Carleton
Peel
St. Catharines
Sudbury
Toronto
Wingham
Combination:
Cambination:

By Municipality:
Burk's Falls
Burk's Falls
Burk's Falls
Burlington
Cambridge
Cornwall
Dysart
Elliot Lake
Espanoka
Fort Frances
Gore Bay
Halton Region
Kitchener-Waterloo
Markham
North Bay
Oakville
Peel
Peel
Peterborough (City)
Richmond Hill
Samia
Schreiber
Welland
Woodstock
By Transit Authority
Niagara Falls
Sault Ste. Marie
St. Catharines
Timmins

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Brantford	olisocod	O Printer	Campringe	Capreol	Chatham	Cobourg	Collingwood	Dryden	Durham	Dysart	Elliot Lake	Fort Frances	Gananoque	Georgina	Gore Bay	Guelph	Halton Hills	Halton Region	Hamilton	Ingersoll	Kapuskasing	Kitchener-Waterloo	Lindsay	London	Manitouwadge	Markham	Meaford	Mildmay	Milton	Newcastle	Newmarket	Niagara Falls	Nickel Centre
Coincip	Geoglitz	Cole bay	Harton Hills	Hamilton	Kapuskasing	London	Manitouwadge	Meaford	Mildmay	Nickel Centre	North Bay	Oakville	Onaping Falls/	Rayside-Balfour	Orillia	Owen Sound	Pembroke	Peterborough (City)	Peterborough (County)	Richmond Hill	Sault Ste. Marie	St. Catharines	Sudbury	Vaughan	Walden		Unable to Use:	Ajax	Amherstburg	Atikokan	Aurora	Barrie	Belleville
Contracted Out:	Aiax	Attokan	- TRIVING	Ватте	Capreol	Guelph	Hamilton	Kingston	Meaford	Newcastle	Newmarket	Oshawa ·	Paris	Scugog-Uxbridge	Stratford	Thunder Bay	Vaughan	Whitby	Windsor			Criterion		Unable to Board:	Ajax	Brantford	Burk's Falls	Burlington	Capreol	Chatham	Dryden	Espanola	Fort Frances
Dv Onerstor	Airon	August 1	Delleville	Brantford	Brockville	Chatham	Collingwood	Dryden	Durham	Gananoque	Georgina	Halton Hills	Ingersoll	Kapuskasing	Lindsay	London	Manitouwadge	Mildmay	Milton	Nickel Centre	Onaping Falls/	Rayside-Balfour	Orillia	Ottawa-Carleton	Owen Sound	Peterborough	(County)	Port Hope	Renfrew	St Thomas	Sudpnix	Valley East	Wallaceburg

Rayside-Balfour Onaping Falls/ Oakville

Ottawa-Carleton Owen Sound Oshawa Orillia

Paris

Penbroke
Peterborough (City)
Peterborough (County)
Port Hope
Richmond Hill
Samia
Samia

Schreiber

Scugog-Uxbridge St. Catharines

St Mary's St Thomas

Thunder Bay Stratford

Timmins Toronto

Valley East

Vaughan Victoria County Wallaceburg Welland Whitby

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Nindsor
Ningham
Noodstock
Noodwich
Unable to Use
with Dignity:
Comwall
Penfirew
Sperafied
By
Municipality:
Burk's Falls
Burlington
Cambridge
Capreol
Comwall
Dysart
Elliot Lake
Espanola
Fort Francis
Gore Bay
Guelph
Ingersoll
Markham
Newmarket
North Bay

Samia
Sault Ste. Marie
Timmins
Vaughan
Wedland
Woodstock
Non-Profit Group:
Amherstburg
Barrie
Brantford
Campbeliford
Hanilton
Kitchener-Waterloo
Learnington
Listowel
Manitouwadge
Mildmay
Ningstra Falis
Paris
Pererborough (County)
Renfrew
St. Mary's
Stratford
Thunder Bay

Peterborough (City)

Windsor
Wingham
Woolwich
Woolwich
Ajax
Aurora
Belleville
Brockville
Chatham
Collingwood
Durham
Georgina
Halton Hills
Halton Region
Kapuskasing
Lindsay
London
Meaford
Milton
Newcasste
Nickel Centre
Onaping-Falls/
Rayside-Baltour
Orillia
Oshawa
Ottawa-Carleton
Owen Sound
Paris
Port Hope

St. Catharines
St. Thomas
Sudbury
Toronto
Valley East
Walden
Wallaceburg
Whitby

Corner
Annherstburg
Atikokan
Aurora
Brockville
Brockville
Brockville
Cambrellford
Capreol
Cobourg
Comwall
Durham
Dysart
Elliot Lake
Espanda
Flesherton
Fort Frances
Gananoque
Gore Bay
Hamilton
Ingersoll

capuskasing
Capuskasing
Cangston
Indsay
Warntouwadge
Warkham
Weaford
Wildmay
Onaping Falks/
Rayside-Balfoun
Onilia
Owen Sound
Peterborough
(County)
Port Hope
St. Catharines
St. Thomas
Inmmires
St. Catharines
St. Thomas
Inmmires
St. Catharines
St. Thomas
Hunder Bay
Curb to Curb;
Welden
Woolwich
Curb to Curb;
Belleville
Chatham
Georgina
Halton Hills
Newmarket
Niagara Falls
Nickel Centre

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Sault Ste. Marie Wallaceburg Noodstock North Bay Vaughan Windsor

Accessible Door:

Collingwood Burlington **Brantford** Dryden Barrie

Halton Region Guelph

Kitchener-Waterloc

indsay

-ondon Milton

Vewcastle Dakville

Dshawa

Ottawa-Carleton

Pembroke

Peterborough (City Renfrew

Scugog-Uxbridge Richmond Hill

Whitby Wingham St. Mary's Stratford Sudbury oronto Velland

Voodstock

Comparison to Conventional

Fransit

Same Operator Wage Rates:

collingwood ambridge Burlington

Owen Sound Peterborough (City) Cornwall Dakville

Sault Ste. Marie St. Catharines

Valley East Nalden oronto

Velland

ame Fare Structure: **3rockville** selleville

Ottawa-Carleton Richmond Hill Citchener-Waterloo collingwood Elliot Lake Surlington Markham amilton Sapreol Guelph

St. Catharines

Sarnia

Oakville

Wilton

Thunder Bay Valley East

Non-Dedicated Services Vindsor Nickel Centre North Bay liagara Falls)akville

eterborough (City) ttawa-Carleton Owen Sound arnia

Barrie Brantford Burlington Cambridge Flesherton Hamilton Guelph ngersoll Sault Ste. Marie St. Catharines

Citchener-Waterloo (ingston Markham enora

'ailey East

immins

Sudbury

liagara Falls Vorth Bay

Same Hours

of Service:

Owen Sound

Burlington Cornwall **Brockville Srantford**

Jakville

eterborough (City) Sault Ste. Marie Richmond Hill St. Catharines Renfrew

St. Mary's Stratford Sudbury Thunder Bay Toronto Valley East Vaughan Victoria County Windsor Wingham Woodstock

Fleet Size

Juder 3 Vehicles Amherstburg

Atikokan Selleville cont. on next page...

ville	Falk	7
Brock	Burk	Sapre

Chatham
Cobourg
Collingwood
Durham
Diyden
Diyden
Diysart
Espanola
Fort Frances
Seorgina
Sore Bay
Halton Hills
Halton Region
Kapuskasing
Indical
Meaford
Nickel Centre
Draping Falls/
Pariside Balfour
Apuskasing
Indical
Control
Parisis
Pembroke
Peterborough
County)
Port Hope
Renfrew
Stehmond Hill

Schreiber
Scagog-Uxbridge
St. Mary's
St. Thomas
Valley East
Victoria County
Wallaceburg
Wingham
Woodstock
Woodwich
3 - 10 Vehicles:
Ajax
Barnie
Brantford
Burlington
Cambridge
Cornwall
Durham
Flesherton
Guelph
Markham
Flesherton
Guelph
Markham
Milton
Newcastle
Newmarket
Niagara Falls
North Bay
Oakville
Oshawa
Peterborough (City)
Sarnia
Sault Ste. Marie

Stratford
Sudbury
Timmins
Vaughan
Welkand
Whitby

10 - 25 Vehicles:
Kingston
Kitchener-Waterloo
London
Midmay
Peel
Thunder Bay
Windsor
Greater than 25
Vehicles:
Hamilton
Ottawa-Carleton
Toronto
Toronto
Windsor
Gore Bay
Lindsay
Koltunteet
Gore Bay
Lindsay
Kanitouwadge
Paris
Victoria County
Woolwich
A - 10

